

# Empty Property Strategy

# 2010

ROTHERHAM LTD

TURNING HOUSES INTO HOMES



INVESTOR IN PEOPLE



[www.2010rotherham.org](http://www.2010rotherham.org)

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## Foreword

We are pleased to introduce this Empty Property Strategy 2010 Rotherham Ltd.

It represents our corporate commitment to take a structured approach and place local people, our employees, our partners, and the community at large at the heart of all that we do.

Our strategies are evidence that we are serious about bringing positive change within the organisation, and proof that we know more needs to be done through actions listed in the Action Plans.

We know that to succeed we need to work with local people and with local organisations to demonstrate that we are working for our communities, and we look forward to working with customers in delivering the commitments made in this strategy.

Colin Earl  
Interim Chief Executive

## 1.0 Introduction

This Empty Property Strategy describes the future vision and the key actions required to achieve excellence in the management of Rotherham's empty Council dwellings.

This strategy is built on the fundamental premise that all partners involved in taking it forward have equal status and contribution to make to its delivery.

The Strategy provides a framework for this joint working to deliver one service that understands its ambitions and delivers against key targets set out in this document.

The strategic Action Plan sets out the key targets for improving the service and arrangements for monitoring progress (section 8 Performance Management). We will report publicly on performance in our annual report.

This strategy will identify the links to the strategic documents below, ensuring all actions are corporately agreed to complement the organisation's goals as set out in the:

- Delivery Plan
- Investment Plan
- Repairs and Maintenance strategy

It is recognised that there will always be a number of empty dwellings across the Borough in order to allow the Housing System to function effectively and to facilitate both residential mobility and the improvement or redevelopment of the housing stock. However, 2010 Rotherham Ltd recognises that empty property turnover rates and the number of long-term properties need to be kept to a minimum. Long-term empty properties tend to attract anti-social behaviour such as fly tipping, vandalism and drug taking and other related issues that affect the health and wellbeing of a neighbourhood. In addition, where there is a disproportionate number of such properties, they can be an indicator of failing communities and can deter further inward investment and become counter-productive to any efforts to make an area prosperous and sustainable.

2010 Rotherham Ltd recognises that the approach it takes to dealing with empty properties must be set within a wider partnership framework. Although empty properties can be a symptom of decline, dealing with them in isolation will not be sufficient to turn around the sustainability of the areas they affect. In order to stimulate and maintain demand for council properties and to rebuild sustainable communities, 2010 Rotherham Ltd recognises the need to work as a wider partnership of Rotherham Metropolitan Borough Council (RMBC) and other partners. Consequently this strategy needs to be linked and considered in conjunction with the following key documents:-

- Rotherham Housing Strategy
- Local Area Agreements
- Homelessness Strategy

## **Purpose of the Strategy**

To reduce the number of long-term empty properties (ie void more than 6 months) that are having a detrimental effect upon the communities in which they are situated.

To set out mechanisms that will prevent tenancies failing and in particular those tenancies that fail during the first 6 months.

To maintain and improve the empty property turnover rates.

To continue to identify the ongoing situation with regard to the number, distribution and type of void council property throughout the borough, and to establish any trends which exist as to the reasons for these voids.

To continue to devise solutions that will address the reasons why properties become void.

To set out an action plan with targets and milestones to deliver the strategy up to 2010.

## 2.0 Strategic Objectives

- To continue to reduce the number of long term empty properties (void more than 6 months) that are having a detrimental effect upon the communities in which they are situated throughout Rotherham.
- To continue to identify and continually monitor the scale and distribution of vacant properties in relation to the total Council Housing stock within Rotherham.
- To develop an understanding of changes in the nature and extent of void properties throughout Rotherham as an ongoing process.
- To continue to monitor and review the existence of long term voids and identify any emerging 'hot spots' or high concentrations of void properties within Rotherham.
- To establish, within the identified areas of high concentrations of void properties, the prime reasons for their existence and their prolonged empty status, specifically with regard to the implications of the stock condition and any associated problems such as crime, vandalism, etc.
- To raise awareness of the issues surrounding void properties.

### 3.0 Equalities and Diversity

The Board of 2010 Rotherham Ltd recognises its responsibility to challenge both direct and indirect discrimination, and to promote community cohesion.

In the Delivery Plan it states that in terms of Equalities and Diversity

*“We have worked with the Council to attain level 2 of the Equality Standard for Local Government, and are implementing a comprehensive training programme for staff, Board members and community representatives.”*

Whilst the improvements to date that both 2010 Rotherham Ltd and RMBC have undertaken on Equalities and Diversity are self assessed at working at level 2/3 of the Local Government Standard and in some areas of good practice level 4. Further work, however, is required to ensure that full progression to level 3 is achieved. For the organisation to achieve level 3, it will have to prove it has set and worked towards equalities targets across its service delivery as well as having identified areas of weakness and tailored specific services to meet the needs of minority groups ensuring inclusiveness.

Training on Equalities and Diversity is undertaken by every employee on an annual basis. It is tailored to meet the needs of the trainee, for example Managers are trained and updated on relevant legislation to ensure compliance. This has previously been delivered by a number of external training organisations but is now undertaken in house by the Equalities and Diversity Manager to ensure consistency across the organisation.

All new or revised Policy and Procedures within 2010 Rotherham Ltd require an Equalities Impact Assessment to have been completed before they can be formally agreed. Policies relating to void property management that have undergone an Equalities Impact Assessments are:

- Allocation Policy
- Key Choices (Choice Based Letting) Procedures
- Tenants Recharge Procedures

Performance management of Equalities and Diversity was introduced initially in 2007 and is to be rolled out across the organisation in 2008. This is to ensure that 2010 Rotherham Ltd identifies any discriminatory practice which results in barriers to groups accessing the service, and endeavours to improve performance by setting targets for identified areas of weakness. This is monitored at a corporate level. Monitoring of void property management for Equalities and Diversity will be introduced from April 2008. The Housing Register will be compared against Rotherham’s census data to identify any disproportionate representation by any groups, (covering age, ethnicity, disability and gender). Refusal rates are also to be monitored by those four strands of diversity. Customer satisfaction monitoring will also include faith and sexual orientation and Transgender status. This is planned for September 2008.

All of this work, ongoing and planned, will ensure that there is a robust approach taken within 2010 Rotherham Ltd to deliver an inclusive and fair service. All service developments are subject to consultation via the Voids Service Improvement Group. The group is made up of tenant and Rotherfed members. This gives customers the opportunity to impact positively on the organisation and contribute to delivering the Mission and Vision for Rotherham.



## 4.0 Sustainable Communities and Tenancy Management

Neighbourhoods with a number of void council properties create a poor impression and can affect the community by reducing their sense of worth. This will be compounded if the void properties are long term vacant. The social impact can be reduced community cohesion because of anti social behaviour (ASB) impacting negatively on the lives of the residents. This is a drain on resources within 2010 Rotherham Ltd and partner agencies when addressing the acts of ASB. Whilst partner agencies involved in enforcement action can be clearly identified, agencies addressing individuals affected by ASB, for example the Primary Care Trust, where health has deteriorated, are not captured, but the resources of the service will be affected by the impact of ASB.

Actions have already been taken to improve the standard of void properties whilst they are vacant. These are:-

- Introduced Void garden management procedures November 2007
- Minimum lettable standard agreed
- Weekly visits by Neighbourhood based staff to monitor vacant council dwellings

From June 2007 the Consolidated Voids Team has provided clear accountability for void property management, reducing the number of long term voids from 111 to 57, while the total number of voids across Rotherham is 320, this is 1.45% of the Council Housing stock (as of January 2008).

The benefits of reducing the number of long term voids and the total number of voids in Rotherham to improve sustainability are identified below:-

- Reduced ASB
- Improved community cohesion
- Reduce negative impact on health
- Increased rental income
- Improved numbers of sustainable tenancies
- Reduced direct and indirect cost of managing void properties
- Increased sense of worth for communities and improved reputation of the area
- Improved reputation of neighbourhoods with a previously high number of long term void proper

### Reducing Homelessness

Close working with the Neighbourhood Teams to identify and support “at risk” tenancies such as those suffering from hate crimes or domestic violence will help reduce the number of failing tenancies. The Introduction of two Tenancy Support Officers via the Safer Estates Team will also assist in reducing the number of failing tenancies. Vulnerable tenants will be identified during the sign up process and referred direct to the Tenancy Support Officers.

Neighbourhood Walkabouts that identify privately owned vacant properties that are in a poor state of repair or of an unkempt appearance, will be referred directly to the Neighbourhood Enforcement Team who will formally address the negative environmental impact and take appropriate legal action to address the problem.

Forging links with local schools and youth groups within identified areas will allow 2010 Rotherham Ltd to actively work to alert young people to the potential dangers within void properties and the surrounding area and the effect of ASB. This is essential as it engages a sense of ownership by children and youths within the targeted area.

The quality of the service provided by 2010 Rotherham Ltd is monitored monthly by a team of tenant inspectors. This will ensure that the service is developing in a way that is led by tenants and will deliver improvements that will reduce the number of tenancies lasting less than 12 months. The number of new void properties will then decrease, which will support communities and individual neighbourhoods to improving sustainability.

## 5.0 Environmental Management

The built environment has a major impact on the wellbeing of individuals. A poor environment can impact on health, education, employment, crime etc, so it is important that this is recognised and addressed as part of the Void Property Strategy.

Whilst the Decent Homes programme in Rotherham will go a long way to improving the built environment, there is still further work to be undertaken.

Fuel poverty is a real issue for families and individuals on low income or housing benefit in Rotherham. It is estimated that fuel poverty affects 13% of current Council tenancies and is a key area to be developed to support new tenancies. The points below show how 2010 Rotherham Ltd is seeking to reduce potential fuel poverty for new tenants:-

- Supply Energy Performance Certificates (EPC) for all void properties
- Add the EPC rating to the property advert via Key Choices
- Use the above information to inform future programmed maintenance plans for estates/property types that require energy efficiency investment such as cavity wall or loft, insulation
- Provide every void property with a minimum of four energy efficient light bulbs

Continued partnership working with Home Energy Advice Team is expected to identify elements of work that can be undertaken to improve the energy efficiency of properties as part of the void maintenance work. This will result in reduced energy costs for new tenancies. The Affordable Warmth Strategy identifies that this is a positive development and will be used to monitor progress.

There are two direct environmental impacts associated with the Voids Team. These are, fuel used in operational transport and the materials removed from, and introduced to, void properties.

A review of the transport needs within the Voids Team is planned for 2008 with a brief to reduce the number of vehicles required. The review will consider the In House Service Providers transport needs and renegotiated Service Level Agreement with Translink.

The majority of waste materials removed from void properties are not recycled by 2010 Rotherham Ltd. All precious metals recovered from void properties are recorded and recycled centrally. Closer working with 2010 Rotherham Ltd's Environmental Improvement Manager will identify further opportunities to improve the amount of material waste removed from void properties that can be recycled.

Closer working with RBT and suppliers is required to ensure that all products used in bringing a property to the lettable standard (kitchens, bathrooms etc) have been purchased with the environmental impact having been considered.

Environmental management as stated in the Investment Plan for 2010 Rotherham Ltd (page 45), is being developed both internally and externally to reduce identified negative environmental impacts caused by actions relating to service delivery.

## 6.0 Partnership Working

The partners involved in delivering the void service are both cross directorate within 2010 Rotherham Ltd and RMBC. The partners associated with void management and delivery, are identified below:

<b>Process</b>	<b>Provider</b>
Allocation	
Housing Advice	RMBC & 2010 Rotherham Ltd
Application input	RMBC & 2010 Rotherham Ltd
Change of circs/application update	RMBC & 2010 Rotherham Ltd
Placing a bid, phone, internet Neighbourhood Office, text	RMBC, 2010 Rotherham Ltd and RBT
Management transfer	RMBC & 2010 Rotherham Ltd
Short list produced	RMBC
Verification of applications – med priority & Sheltered Team	2010 Rotherham Ltd – Med Pri & Sheltered Team
Offer/viewing – agree repairs	2010 Rotherham Ltd
Signup	2010 Rotherham Ltd
Complete repairs	2010 Rotherham Ltd
Houseproud visit	2010 Rotherham Ltd
Termination	
Termination request	2010 Rotherham Ltd
Pre term visit – identify repairs	2010 Rotherham Ltd
Advert produced	RMBC & 2010 Rotherham Ltd
Property advertised	RMBC
Hand keys in – void work ordered	2010 Rotherham Ltd
Gas & Electric checks	2010 Rotherham Ltd
Pre let standard achieved	2010 Rotherham Ltd
Viewing	2010 Rotherham Ltd
Post let work completed	2010 Rotherham Ltd

The partners are managed within their programme area or directorate, and each has individual targets that they aspire to achieve, both quantitative and qualitative. Whilst individually all partners are developing service improvements, there is presently not an overall coherent service improvement programme. This is an area of weakness that is recognised and work is underway to harmonise the elements of the void management process. The appointment of a Voids Controller within 2010 Rotherham will assist in addressing the issue in the short to medium term, as part of the job description states "*the post holder will also be responsible for building stronger working relationships with internal and external stakeholders*" and for the long term future, a one service approach will be considered to allow maximum efficiencies to be realised.

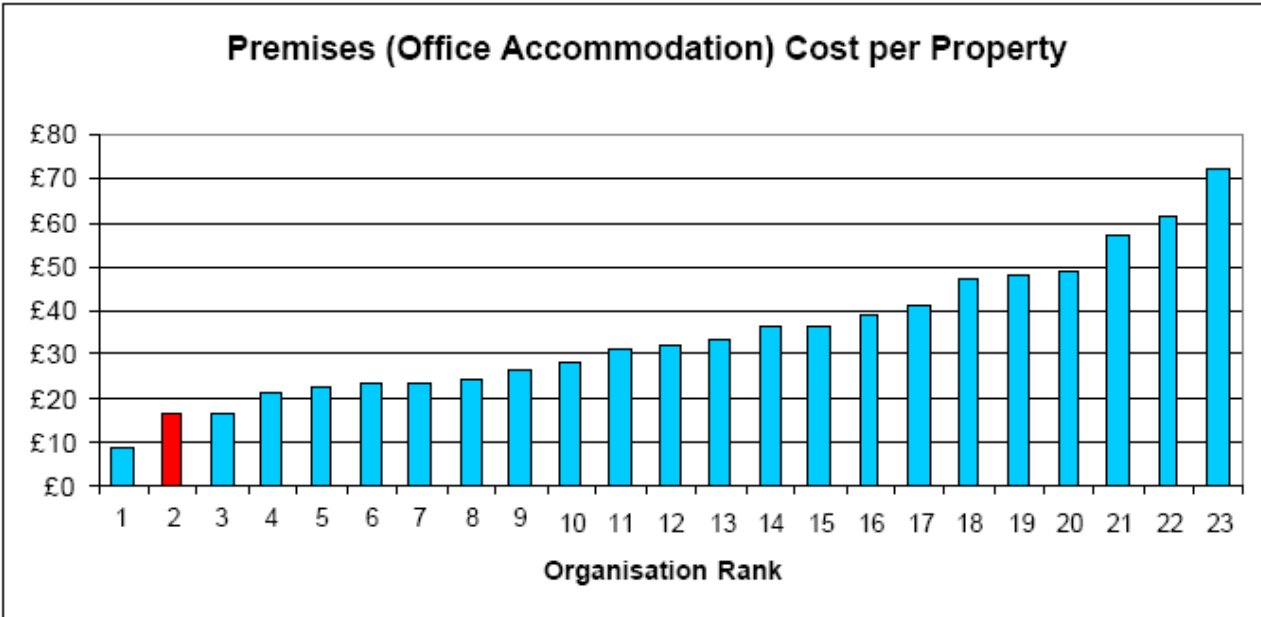
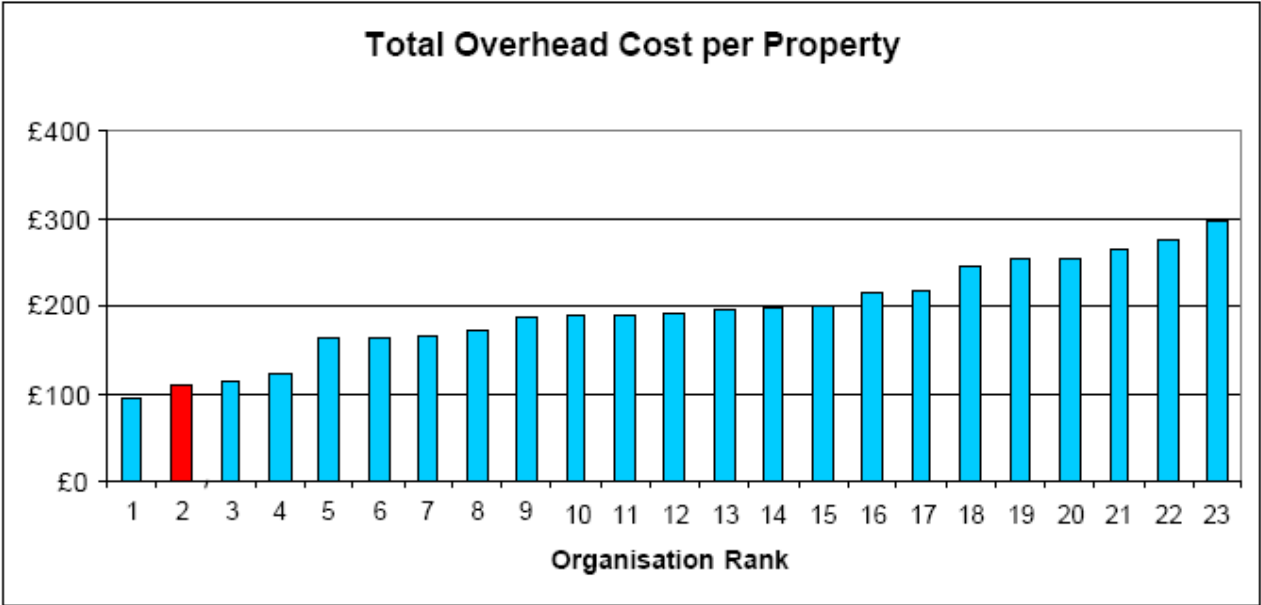
For the service to develop post 2010, partnerships with RSLs and/or other private sector landlords should be considered as a desirable objective. For this reason, it is fundamental that all service providers work to harmonise the service delivery and be collectively managed by one Programme area. As 2010 Rotherham Ltd is established as a successfully performing 2 star housing management organisation, it would be reasonable to expect for it to lead on this, as it would be able to provide a full housing management function to RSLs and/or private sector landlords without undergoing a major strategic restructure.

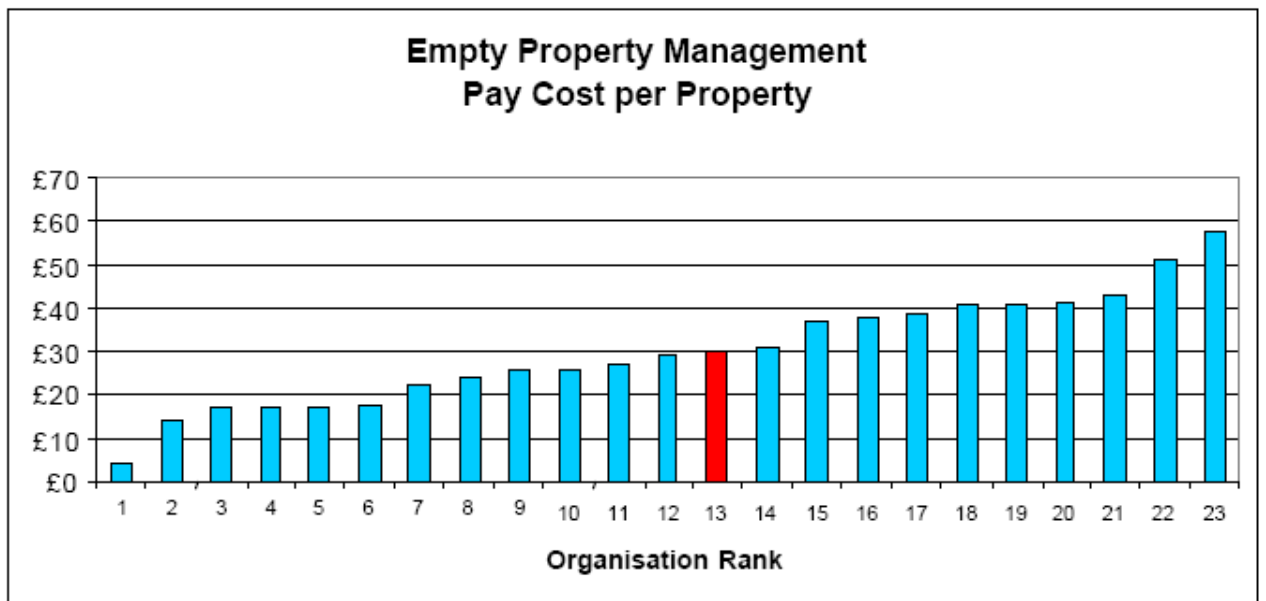
For this to progress RMBC and 2010 Rotherham Ltd will be required to review what services are provided by Neighbourhoods and 2010 Rotherham Ltd, with a medium to long term view of what improvements can be achieved by harmonising the management structure of these services.

## 7.0 Value for Money

In 2006/7 benchmarking was undertaken by Housemark. The results compared 2010 Rotherham Ltd performance and cost against the ALMO comparator group, as well as some high level national comparisons.

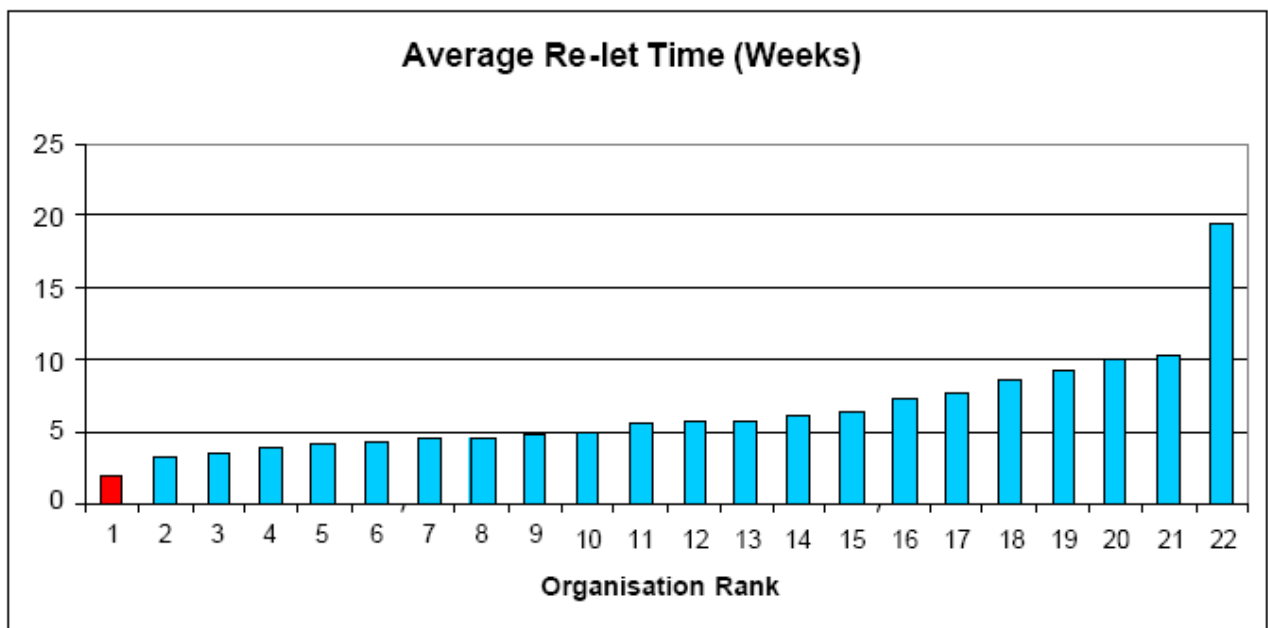
The tables below identify 2010 Rotherham Ltd as having the second lowest overhead per property, the second lowest costs on office accommodation and mid table costs for void property management.





The block for your organisation is highlighted in red

The chart below shows the average relet time for 2006/07



The block for your organisation is highlighted in red

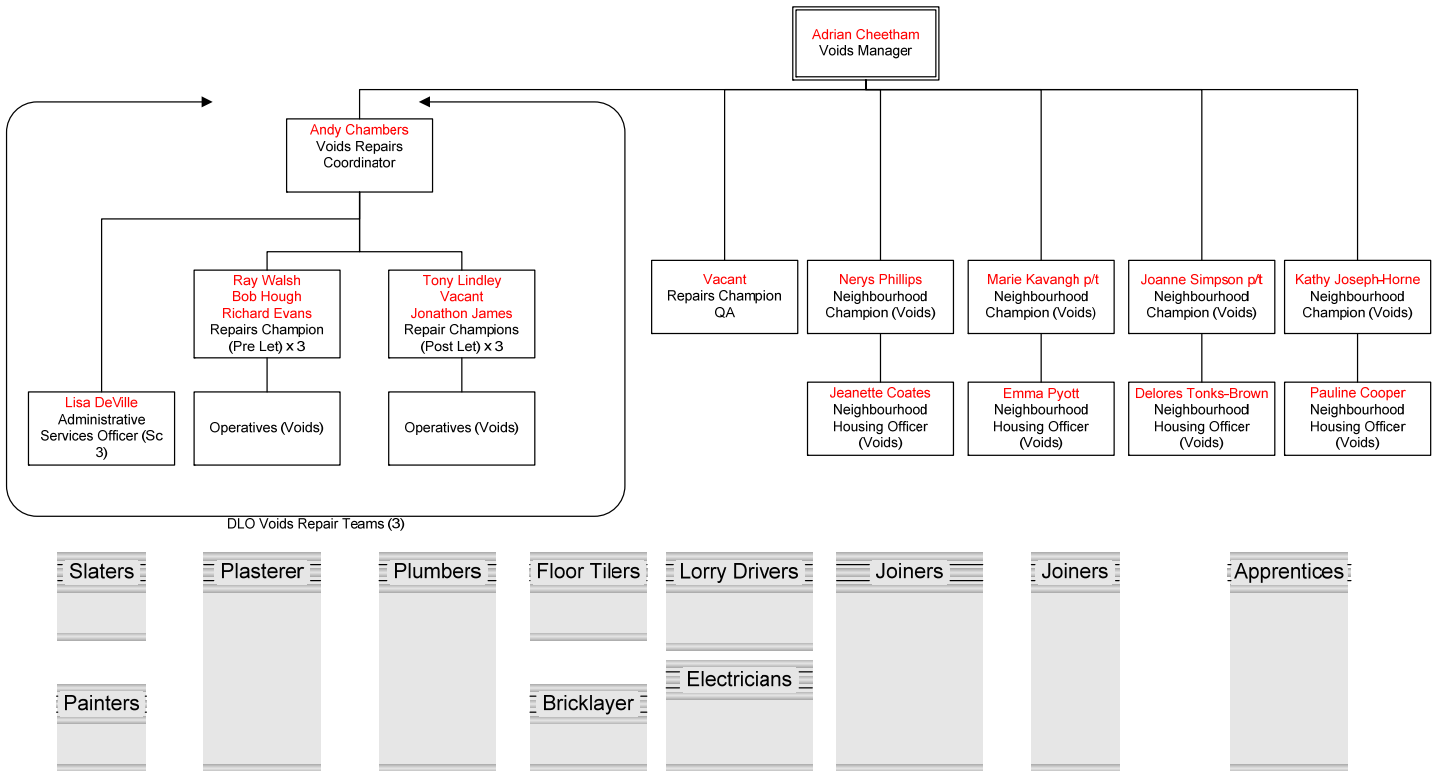
The above charts clearly demonstrate that the service provided by 2010 Rotherham Ltd is Value for Money in comparison to other national service providers.

*It is noted that current performance (January 2008) is at just below 6 weeks, this is due to specific issues identified in relation to Decent Homes work.*

A full review of the Voids Service was undertaken in 2007 and identified organisational efficiency savings by restructuring the void management activity into one consolidated team. This reduced duplication and increased specialised knowledge. The consolidated team includes the Void Repairs Team as well as the Void Allocation Team (see structure chart next page).

## Neighbourhood Management

Voids Team      October 2007



The one team approach gives a consistent service to customers whether that is internal partners or external stakeholders. The cost of delivering the voids service was identified through activity based costing in 2007. The Activity based costing exercise is to be repeated in 2008 to identify the level of savings made against those expected.

Anticipated efficiencies achieved by the Voids Repairs Team are expected to reduce the average cost from £1450 to below £1250 for each void property from April 2008. In 2008/09, this will give an additional £280k to be reinvested in reducing the number of voids in Rotherham, and then as a cashable efficiency for 2009/10. Procedures are in place to ensure the harmonisation of the Decent Homes work and void property repairs. This is to ensure all possible efficiencies are achieved and the specifications are equitable.



## 8.0 Performance Management

Historically in Rotherham, performance indicators for void properties have been based solely on national performance indicators for re let times. Whilst this has driven continual improvements the service has not been as customer focused as it could have been. The Void Service Review identified a number of key areas that customers identified for improvements. The main one being consistency of service, hence the Consolidated Voids Team. Seven overarching recommendations were made with a total of 51 actions to be delivered over the next two years. The resulting Action Plan is monitored via the one to one process between the Voids Manager and the Assistant Director of Neighbourhood Management.

Through the above process and the Performance Management Framework within 2010 Rotherham Ltd, it has highlighted the need for local performance indicators to identify specific areas of the service that are performing well and those that require improvement.

The performance indicators to be reported on formally in 2008/09 are:

- BV 212 – Time taken to relet a void property (National)
- BV 69 – Rent loss through voids (Local)
- HES 5 – The percentage of tenancies not lasting 12 months (Local)

The additional local performance indicators to be monitored in addition are:

- The time the keys are with the Voids Repair Team
- The time from shortlist completion to tenancy sign up
- The average cost of non capital repairs to void properties
  
- The number of Houseproud visits completed as a percentage
- Customer satisfaction by diversity strand
- Access to the Allocation system by minority groups
- The percentage of the Council Housing stock that is void

The above performance indicators that are reported on formally will be part of 2010 Rotherham Ltd's monthly performance report that is published, and the local performance indicators that are to be monitored will be reported on at the monthly Corporate Performance Meeting. All the above performance indicators will be reported quarterly at the Performance Committee. We will also report publicly on performance in our annual report.

## 9.0 Strategic Empty Property Action Plan

Action	Community Theme(s)	Timescales and milestones	Accountable officer	Monitored by	Priority	Targeted outcome	Measures(s)
Monitor the Voids service by Diversity Strand	Alive Leaning Proud	Monitoring Equalities & Diversity of the Voids service April 2008  Recording of satisfaction levels by diversity September 2008  Develop service as required from diversity Monitoring January 2009	Consolidated Voids Manager	Corporate Performance Meeting  Performance Committee  Void Service Plan	High	A tailored voids service that meets the needs of minority groups.  Improved satisfaction levels of all diverse customers accessing the service. January 2009	2010 Rotherham will know it is meeting the needs of all customer accessing the voids service
Reduce the number of failing tenancies (not lasting 12 months)	Achieving Proud Safe	Introduce monitoring 2008  Continually improve performance	Consolidated Voids Manager  Safer Estates Manager  Neighbourhood Mangers	Corporate Performance Meeting  Performance Committee	High	Reduced number of failing tenancies by 10%	Reduced number of failing tenancies, improved sustainability.
Reduce the number of vacant Council dwellings across Rotherham	Proud Achieving Safe	Introduce monitoring 2008  Continually improve performance	Consolidated Voids Manager  Voids Repairs Coordinator	Corporate Performance Meeting  Performance Committee  Void Service Plan	Medium	Reduced number of vacant Council Dwellings by 10%	Reduced rent loss through voids.  Increased number of affordable homes across Rotherham

Action	Community Theme(s)	Timescales and milestones	Accountable officer	Monitored by	Priority	Targeted outcome	Measures(s)
Reduce the percentage of Council tenants directly affected by fuel poverty	Proud Achieving Safe	Introduce EPC ratings for void properties 2008	Consolidated Voids Manager  Voids Repairs Coordinator	Corporate Performance Meeting  Void Service Plan	Medium	Reduced failed tenancies due to fuel poverty by 10%	Reduced number of failing tenancies, less council tenants affected by fuel poverty
Increase efficiency and service delivery by having a one service approach to Vacant Council dwelling Management.	Learning Achieving	Review the delivery of the allocation and letting process provided by all agencies  January - June 2009	Void Manager	PDR  1-2-1	Medium / Low	One joined up service provider for Allocations & Lettings of Council Dwellings. Reduce costs and improve performance.	Improved customer satisfaction

## 10.0 How to get more Help and Information

### **To access our services you can:**

- Visit our website at either:
  - [www.2010rotherham.org](http://www.2010rotherham.org)      [www.rotherham.gov.uk](http://www.rotherham.gov.uk)
- Telephone one of our offices on the numbers below
- Visit our council offices, where we will provide induction loops and text-talk facilities at all of our reception points
- Send a letter to any of our offices using the addresses below

**Speak to your Neighbourhood Champion or Neighbourhood Housing Officer who manages your area. They can be found at your local Neighbourhood Office:**

Monday	8:45am to 4:30pm
Tuesday	8:45am to 4:30pm
Wednesday	9:00am to 6:00pm
Thursday	8:45am to 4:30pm
Friday	8:45am to 4:30pm

#### **Maltby Neighbourhood Office**

**Civic Centre, High Street, Maltby, Rotherham S66 8LE**

**Tel: (01709) 812637**

**Fax: (01709) 815350**

#### **Dinnington Neighbourhood Office**

**New Street, Dinnington, Sheffield S25 2EX**

**Tel: (01909) 334430**

**Fax: (01909) 568582**

#### **Wath Neighbourhood Office**

**Town Hall, Church Street, Wath, Rotherham S63 7RE**

**Tel: (01709) 873678**

**Fax: (01709) 879568**

#### **Swinton Neighbourhood Office**

##### **Swinton Customer Service Centre**

**Station Street, Swinton, Mexborough S64 8PZ**

**Tel: (01709) 334628**

**Fax: (01709) 578079**

**Opening times: 8:30am to 5:30pm Monday to Friday**

**Rawmarsh Neighbourhood Office**

**Rawmarsh Hill, Parkgate, Rotherham S62 6DT**

**Tel: (01709) 336587**

**Fax: (01709) 525973**

**East Herringthorpe Neighbourhood Office**

**16/18 Ridgeway, East Herringthorpe, Rotherham S65 3PG**

**Tel: (01709) 336947**

**Fax: (01709) 852946**

**Greasbrough Neighbourhood Office**

**Munsbrough Rise, Greasbrough, Rotherham S61 4PU**

**Tel: (01709) 336917**

**Fax: (01709) 553458**

**Kimberworth Park Neighbourhood Office**

**St John's Green, Kimberworth Park, Rotherham S61 3JL**

**Tel: (01709) 336926**

**Fax: (01709) 515368**

**Town Centre and Aston Neighbourhood Offices**

**One Stop Shop**

**Civic Building, Walker Place, Rotherham S65 1HX**

**Tel: (01709) 382121**

**Fax (01709) 823420**

## 11.0 Glossary

ALMO	Arms Length Management Organisation
ASB	Anti Social Behaviour
BVPI	Best Value Performance Indicator
Consolidated Voids Team	Joint Void Allocations and Repairs Team
EPC	Energy Performance Certificate
Houseproud	New Home Service Standard
HES	Local performance indicator
IHSP	In-House Service Provider (Repairs)
Rotherfed	Rotherham's Federation of Tenants
RMBC	Rotherham Metropolitan Borough Council
RBT	Rotherham Brought Together (Strategic IT partner)
Safer Estates Team	Dedicated team to address issues of Anti Social Behaviour
Tenancy Support Officers	Dedicated member of staff to support failing tenancies
Translink	Strategic transport partner



The Empty Property Strategy sets out the how over the next 2 years, by effectively managing empty properties 2010 will reduce their negative impact on our estates and promote more sustainable communities. If you would like to speak to someone about it in another language please take it into your local housing office or ring The Voids Team on 822200 and we will arrange an interpreter for you.

خالی پڑی ہوئے مکانات (پراپرٹیوں) سے متعلقہ پالیسی - The Empty Property Strategy میں بتایا گیا ہے کہ کس طرح 2010 آئندہ 2 سالوں کے دوران خالی پڑے ہوئے مکانات (پراپرٹیوں) کا موثر طور پر انتظام کر کے ہماری اسٹیٹس پر پڑنے والے منفی اثر کو کم کرے گی اور زیادہ مستحکم کمیونٹیوں کو فروغ دے گی۔ اگر آپ اس کے متعلق کسی کے ساتھ کسی دوسری زبان میں بات کرنا چاہتے ہیں تو، اس کو اپنے محکمہ مکانات کے دفتر (ہاؤسنگ آفس) میں لے جائیں یا خالی پڑی ہوئے مکانات (پراپرٹیوں) سے متعلقہ ٹیم The Voids Team کو 01709 822200 پر فون کریں اور ہم آپ کے لئے ایک ترجمان کا انتظام کر دیں گے۔

Stratégia Prázdných obydí poukazuje na to ako v nasledujúcich dvoch rokoch efektívnym spravovaním prázdnych obydí 2010 obmedzí ich negatívny vplyv na našu komunitu, a ako bude podporovať sebestačnosť v komunite. Ak by ste mali záujem sa o tom porozprávať s niekým v inom jazyku, prosím prineste to do Vášho miestneho domového úradu, alebo telefonicky kontaktujte The Voids Team na 01709822200 a my Vám zaobstaráme prekladateľa.

توضیح إستراتيجية الممتلكات الغير مأهولة The Empty Property Strategy كيف سيقوم 2010 خلال السنتين القادمتين، بالإدارة الفعالة للممتلكات الغير مأهولة لتقليل تأثيرها السلبي على عقاراتنا وترويج لمجتمعات أكثر إسقراراً. إذا ترغب بالتحدث إلى شخص ما حول الإستراتيجية بلغة أخرى، فضلاً خذها إلى مكتبك السكني المحلي أو اتصل هاتفياً بفريق الممتلكات الغير مأهولة - The Voids Team على 01709 822200 و سنرتب لك مترجم.

空置屋宇政策公佈 2010有限公司在未來兩年內，怎樣透過有效管理空置屋宇辦法，來減低對本身屋苑造成的負面影響，並促進社區復甦。凡有意採用其他語言方式查詢有關詳情者，請親臨當地的區域房屋服務辦事處或致電屋宇空置管理組822200聯絡，我們將會安排傳譯員向你解釋。

استراتژی خانه های مسکونی خالی - The Empty Property Strategy نشان میدهد که چگونه شرکت 2010 در 2 سال آینده، با مدیریتهای تأثیرپذیر در اداره خانه های خالی مسکونی کاهش در تأثیرات منفی آژنسهای مسکونی خود خواهد داشت تا اجتماعات مناسبتری را ترفیع دهد. اگر شما دوست دارید با شخصی در این زمینه به زبان مختلف دیگری صحبت کنید می توانید آن را به نزدیکترین اداره محلی هوزینگ ناحیه خود ارائه نمایید یا با واحد وید The Voids Team با شماره 01709 822200 تماس حاصل فرمایید تا ما بتوانیم برای شما یک مترجم فراهم کنیم.

La Stratégie des Propriétés Vides expose les façons dont 2010 réduira leur impact négatif sur nos cités en gérant effectivement des propriétés vides et promouvra des communautés plus viables pendant les deux prochaines années. Si vous désirez en parler à quelqu'un dans une autre langue veuillez l'apporter à votre bureau local de représentation de maison ou appeler 'The Voids Team' au 01709 822200 et nous arrangerons pour vous un interprète.

If you would like to speak to someone about this document or receive it in large print or Braille please contact the Voids Team on 01709 822200