

Policy Guidance Note 35

Services in Void Properties

Responsible Officer	Service Manager – Housing and Property						
Issue No.	1	Revision No.	0	Revision Date:	13/06/11	Doc Ref:	PGN35 v1.0

Amendment and Authorisation Record PGN35 – Services in Void Properties

Date	Author	Paragraph ref:	Nature of change	Authorised by

PGN35 - SERVICES IN VOID PROPERTIES

Pre-Void Inspection

The Technical Officer should advise the tenant: -

- the condition they should leave the property in, with reference to the void property standards
- to turn off the heating before they move out
- to turn off the water supply
- to advise electricity and heating suppliers of leaving date and final meter readings

Full Inspection

The Technical Officer should take meter readings for all services to the property - electricity and district heating.

The Technical Officer must record the readings on the 'pink sheet' in case of queries from suppliers.

The Technical Officer should phone the suppliers, provide the final meter readings and arrange for the supply to be transferred into the SIC's name until the property is re-let.

The Technical Officer should check that the water has been turned off to the property.

Accompanied Viewing

The Housing Officer should take meter readings during the accompanied viewing with the prospective tenant.

If the offer is accepted, the Housing Officer should ensure these are also recorded on the 'pink sheet'.

Sign-Up Meeting

The Housing Officer should obtain the new tenant's permission to contact the electricity supplier to advise them of the change.

The Housing Officer should complete the 'statement of authorisation' form, and detail the latest meter readings from the accompanied viewing.

The Housing Officer should give the new tenant a copy of the form, and advise them to phone that day if the meter readings are incorrect.

The Housing Officer should phone the supplier, provide the latest meter readings and arrange for the supply to be transferred into the new tenant's name.

If the property has district heating, the Housing Officer should also follow the sign up arrangements for district heating.