



DERBY CITY COUNCIL

Private Sector Empty Homes Strategy 2011 - 2014

DRAFT

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1. Foreword

Where we live defines who we are. Poor housing is linked to poor health, reduced academic achievement and life chances. Empty, neglected homes encourage criminal activity, ranging from the relatively minor to the extremely serious, but all increasing both crime and the fear of crime.

In Derby we have a substantial number of homes lying vacant and we also have a substantial housing need. The wasted resource that empty homes represent should not be underestimated, with a total of over 7000 individuals on the housing waiting list currently, Derby's 2000 long term empty homes could provide housing for a substantial number of them.

The return of empty homes to the useful housing stock has been the source of considerable Government focus in the recent past. In addition, the introduction of the New Homes Bonus has provided a powerful incentive for local authorities and the local community to work together to take action on empty homes.

Derby is very fortunate in that its Empty Homes service, operating as part of the Housing Initiatives team at the City council, has developed and implemented best practice and enjoyed considerable success over the last few years, contributing heavily to national empty homes debates and policy.

We should not be complacent, however. Despite the many properties returned to use through the preferred route of cooperation and assistance, and the successful enforcement action that has resulted in compulsory purchase of several properties, there are still over 2000 homes in Derby that have been empty in excess of six months, and the figure is rising.

The Empty Homes Strategy 2011-14 retains the best practice from previous strategies while utilising new ways of working with other innovative projects, such as the Local Letting Agency, and partnership working with RSL's and community groups, to return empty homes back into use for the good of the City and to maximise the benefits of the New Homes Bonus incentive.

The strategy outlines the national and local context, and provides a detailed plan for further action and funding opportunities, and is a working document that will change over time. At its core though, is the utilisation of an unacceptable wasted resource. The success of this strategy depends upon the backing of the entire Council and other key partners. I trust that I can rely upon you to give this important work area your wholehearted support.

Councillor Philip Ingall
Cabinet Member for Housing and Advice

2. Notes to This Revision

Derby City Council published its first Empty Property Strategy in 2003. This strategy was substantially revised and refined in 2007 to take into account many changes to housing policy and practice that were being both researched and implemented at the time, such as the impact of the introduction of the Housing Act 2004 and the 'Decent Homes' agenda.

This heavily revised document was renamed the 'Empty Homes Strategy' in order to eliminate confusion that had arisen as to the exact remit of the team, emphasising that the document concerned the strategy for the return to use of vacant residential premises and was not directly concerned with vacant commercial premises.

The result of this process was the Empty Homes Strategy 2008 – 2011, a robust and comprehensive document that, once implemented, created the groundwork for the achievements of the Empty Homes Service over the past three years.

This latest revision builds on these firm foundations while expanding on areas of emerging best practice and partnership working, and updating the linkage with revised corporate goals and priorities, including the Derby Plan, the Council Plan, Local Investment Plan and Joint Strategic Needs Assessment. National developments in empty homes policy are also addressed, including the introduction of the New Homes Bonus.

The recent resurgence in Government interest in empty homes, including the £100m funding award as part of the October 2010 Comprehensive Spending Review and the introduction of the New Homes Bonus, illustrates how important empty homes issues are nationally at this time of housing need. This updated strategy ensures that Derby City Council remains at the forefront of this important work area.

This strategy sets out the following:

- The Local and National context of Empty homes work
- Links with wider corporate strategies
- New initiatives
- Which empty homes will be prioritised
- When and how this will be accomplished

3. Executive Summary

Returning empty homes to use has been identified as a Government priority, particularly with the introduction of the New Homes Bonus (NHB) scheme in 2010 that provides a financial reward, equivalent to the council tax income for each new build or empty home returned to use, for six years.

NHB rewards local authorities for an increase in the net number of occupied properties on their council tax database and can be earned through either returning empty homes to use or building new properties. However, if the number of empty homes were to rise, this would cancel out any bonus payment for the same number of new build properties, resulting in a lower NHB payment to the local authority. In effect, the Council can gain twice, firstly through earning New Homes Bonus and secondly through the increased council tax payable on the newly occupied property.

Empty homes work addresses more than NHB payments, however. Empty homes represent a waste of the housing resource at a time of housing shortage; they can also attract crime and anti-social behaviour, contributing not only to urban decline and blight, but also to crime and the fear of crime.

In Derby, there are around 2500 homes that have been empty in excess of six months – the so called ‘long term’ empty homes. Some of these properties can give rise to complaints, while others are left to deteriorate to a point where they become uninhabitable. Given that there are over 7,000 people on the City Councils housing list, the case for a coherent strategy to deal with this problem becomes compelling. In addition, Derby City Council’s Housing Strategy 2009 – 14 states categorically that it will not be possible to provide all the required affordable housing through new build alone. It is therefore essential that the best possible use of existing properties is made.

With this point in mind, the strategy puts an increased emphasis on not just the return to use of the property, but of what use it is returned to. We will therefore be encouraging owners of empty homes to utilise their properties for affordable housing – this can be achieved through publicising initiatives such as the Local Lettings Agency (LLA), working with Registered Social Landlords (RSL’s) and potentially also tying any grant or loan to nomination rights on the property for a set period of time.

Empty homes work compliments Council commitments and aims, reducing antisocial behaviour and crime, providing additional affordable housing, improving housing standards and making the people of Derby feel proud of their neighbourhoods. Accordingly, the Empty Homes Strategy is linked with a number of other corporate strategies, plans and policies including:

- Derby Plan 2011-26
- Council Plan 2011-14
- Joint Strategic Needs Assessment (JSNA) 2011
- Affordable Warmth Strategy
- Housing Enforcement Policy
- Homelessness Strategy 2010-14

- Supporting People Strategy 2011-14
- Derby HMA Local Investment Plan 2010-14
- Housing Strategy 2009-14
- Economic Strategy 2011-16

Many local authorities are only now implementing some of the best practice that Derby has adopted, and indeed contributed to the development of, over the last several years. Recent enforcement successes include the completion of several compulsory purchases, with Orders confirmed on a further four, and additional reports to Cabinet are pending. Work on pilot Enforced Sales to recover debts attached to empty properties, including debts associated with non-payment of council tax, are also underway.

These enforcement achievements should not outweigh the success of the voluntary aspect of empty homes work, however. Returning properties to use voluntarily, through cooperation, advice and assistance, reduces the demand on Council resources including ASB teams and Environmental Health, reducing the need for enforcement action at a later date and preventing the escalation of crime that can be associated with empty homes. We have been particularly successful in this field, enjoying our strongest ever performance in 2010/11.

The Empty Homes Strategy 2011-14 retains best practice that has been proven to be successful, while updating some aspects of our work in light of new developments at both local and national levels. The strategy also details how we can encourage and promote community involvement, not only by reporting an empty home, but also utilising empty properties as an opportunity to offer training for NEETS (those not in Employment, Education or Training) and supporting community based bids for the refurbishment of empty homes.

The strategy concludes with a comprehensive framework for further action that will build on past and current achievements, ensuring a streamlined service for the people of Derby that provides excellent results and value for money.

As a working document, we will revisit this strategy regularly, updating it as necessary to reflect changes in policy or procedure to ensure that Derby City Council remains at the forefront of best practice in this field.

Tony Briggs
Empty Homes Manager

4. Introduction and Background

In 2010 there were 738,000 empty homes in England (source: Empty Homes Agency). The expectation is that figures will continue to increase in the short to medium term.

The number of people on housing waiting lists is also growing, and current output levels of new build properties cannot accommodate everyone in housing need. While the reoccupation of empty homes is not the whole answer to the current situation, government and local authorities cannot ignore their potential, as evidenced by the £100m funding allowance given to empty homes work in the October 2010 Comprehensive Spending Review, and the introduction of the New Homes Bonus scheme.

For local communities however, there are other concerns in regards to empty homes. If it is allowed to deteriorate, even a single empty property can blight a whole street, or indeed a whole community, reducing the values of surrounding properties and contributing to urban decline. Empty homes can also attract vandalism, fly-tipping and other criminal activity, ranging from minor to extremely serious, but all increasing crime and the fear of crime as well as having a detrimental impact on the local community.

Empty homes are directly detrimental to both public and private finances and the day to day conditions of the neighbourhoods in which we live. This strategy will ensure that owners are both encouraged, and where appropriate, required, to unlock the potential of this wasted resource. In addition, emerging best practice, much of which has been developed or influenced by the Housing Initiatives team at Derby City Council, will be implemented throughout the life of this strategy.

This strategy offers new solutions to the problem of empty homes that will have wider community involvement than has been the case in the past. We are exploring partnership working that may allow us to actively assist with the renovation of empty homes while offering training to those not in employment, education or training (NEET), providing career opportunities for some of the most disadvantaged members of the community, while at the same time increasing housing supply and improving local neighbourhoods as well as giving the local community 'ownership' of the empty homes issue.

In short, by tackling and bringing empty homes back into use across the city, the following can be achieved:

- The provision of good quality affordable housing
- The minimisation of adverse environmental impact
- A reduction in the need to build on Greenfield sites
- To improve the existing built environment
- To revive properties and communities and where applicable, support area regeneration schemes
- To ensure that housing needs are met across all tenures
- To provide training and empowerment for the community
- To support other corporate priorities, objectives and strategies
- To maximise existing housing resources

5. The National Context

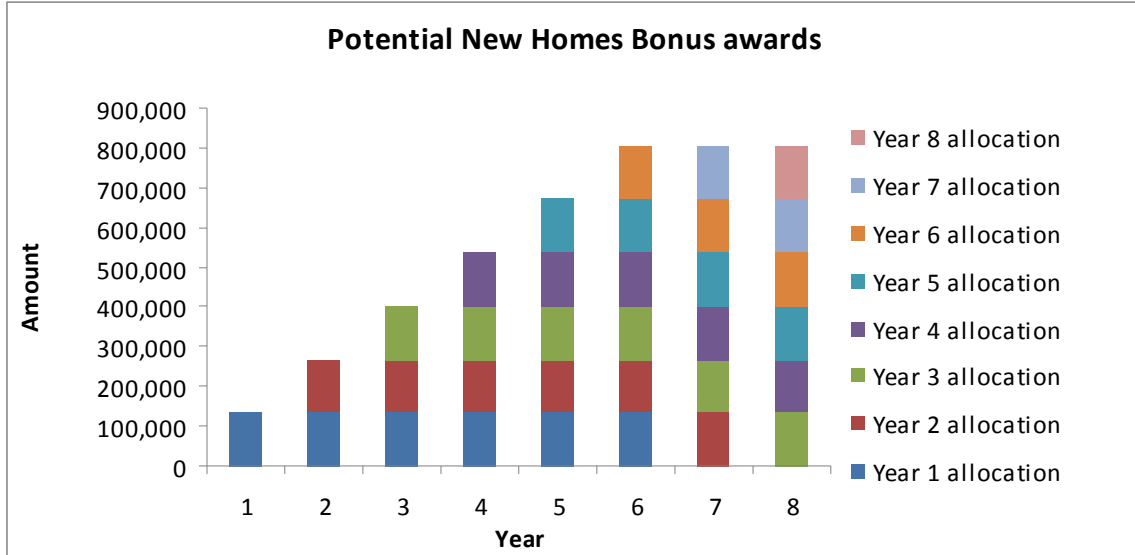
The increasing commitment to meeting housing need has been evident through successive Governments, and the role of empty homes in this process has long been recognised.

From the ODPM publication 'Empty Property: Unlocking the Potential' in 2003, through the October 2006 Local Government White Paper which encouraged local authorities to develop positive policies to identify empty homes and return them to use, and most recently, the announcement in 2010 of £100m of funding to bring empty homes back in to use during the Comprehensive Spending Review and the introduction of the New Homes Bonus. The empty homes issue is therefore clearly important across the political spectrum and remains a key policy area in housing.

New Homes Bonus

From a local authority perspective, the key new policy in regard to empty homes is the New Homes Bonus (NHB). This policy recognises the fact that empty homes returned to use provide additional accommodation in the same way that new build properties do. An empty home returned to use is rewarded in the same way as a new home, via a payment of the equivalent council tax income to the local authority for six financial years following its return to use.

The graph below illustrates how the level of award can accumulate and then level off as new awards replace those that are more than six years old. For simplicity, each new NHB award is assumed to be the same:



NHB not only encourages local authorities to invest in empty homes work to reduce the number of empty homes, it also ensures that this investment remains and that the problem of empty homes is contained. In the same way as a reduction in the number of empty homes attracts a bonus, an increase in the number of empty homes attracts a penalty, eating into any NHB that may be payable on new build properties.

It is in the interests of the local authority to not only reduce the number of properties left empty but also to ensure the number remains as low as possible.

Scenarios

Possible Local Authority NHB income is illustrated by the following examples, calculated using the online NHB calculator provided by CLG. For reasons of simplicity, all qualifying properties are assumed to be in council tax band B.

Scenario 1

300 new properties are built in Derby in 2011/12.

There is no change to the number of empty homes.

The total NHB payable over six years = **£2,015,000**

Scenario 2

300 new properties are built in Derby in 2011/12.

100 empty houses are reoccupied in addition to the 300 new builds

The total NHB payable would be **£2,687,000**

Additional NHB award = **£672,000**

Scenario 3

300 new homes are built in Derby in 2011/12.

This should attract an NHB payment of **£2,015,000** over six years.

However, the number of empty homes increases by 100.

Actual NHB payable over six years is reduced to **£1,343,000**.

Total lost NHB income in 2011/12 = **£672,000**.

New Homes Bonus and the Macro Housing Market

Some degree of criticism has been levelled at NHB because it is difficult for a local authority to directly influence the prevailing housing market. To some degree, the local authority is at the mercy of the macro housing market in regard to NHB payments.

However, in all scenarios, an effective empty homes service can be seen to either earn NHB or **minimise the loss** of NHB for the City Council. Empty homes work serves to minimise the 'lows' of the housing market, and to maximise the 'highs', as illustrated below:

Scenario 4:

300 new homes are built in Derby in 2011/12.

Statistics reveal that the combined elements of the Empty Homes Service and CPO function have facilitated the removal of 100 properties from the list of long term empty homes.

However, the housing market contracts in 2011/12 and despite these efforts, the overall number of empty properties in the City increases by 200.

Without empty homes work in the above scenario, no NHB would be payable.

The 300 new builds would have been cancelled out by the 300 increase in the number of empty homes. However, the 100 properties removed from the list of long term empty homes results in an overall NHB payment of **£672,000**.

NHB clearly has the potential to deliver a great deal of financial benefit to local authorities and to encourage a greater degree of empty homes work across the country, increasing the number of occupied properties and reducing the ever increasing demand on housing.

Once the budget for NHB payments has been allocated, all further awards will be drawn from Formula Grant. If DCC is not proactive with regards to NHB, it could be faced with the double penalty of a lack of NHB payments as well as a reduced Formula Grant.

From 2014, all NHB awards will be made from Formula Grant, meaning that those local authorities who do earn NHB will do so wholly at the expense of those who do not.

On a cautionary note however, NHB and its financial implications should not override the other positive aspects of empty homes work, many of which are community related and fit closely with the Localism agenda. Also, empty homes work should not only be seen as a direct income generator, it also serves to minimise the impact of any further downturn in the housing market and also maximise any upturn that may occur.

Empty Homes Practitioner Networks

Several campaign groups and charities have been established to raise awareness of the empty homes issue and support local authorities and strategic partners in delivering best practice in a streamlined and efficient way. Derby City Council has an active role in bodies such as the Empty Homes Network (formerly the National Association of Empty Property Practitioners), Empty Homes (formerly the Empty Homes Agency), the regional East Midlands Empty Property Forum (EMEPF) and Local Government Regulation (formerly LACORS) ensuring that Derby remains at the forefront of both policy development and implementation.

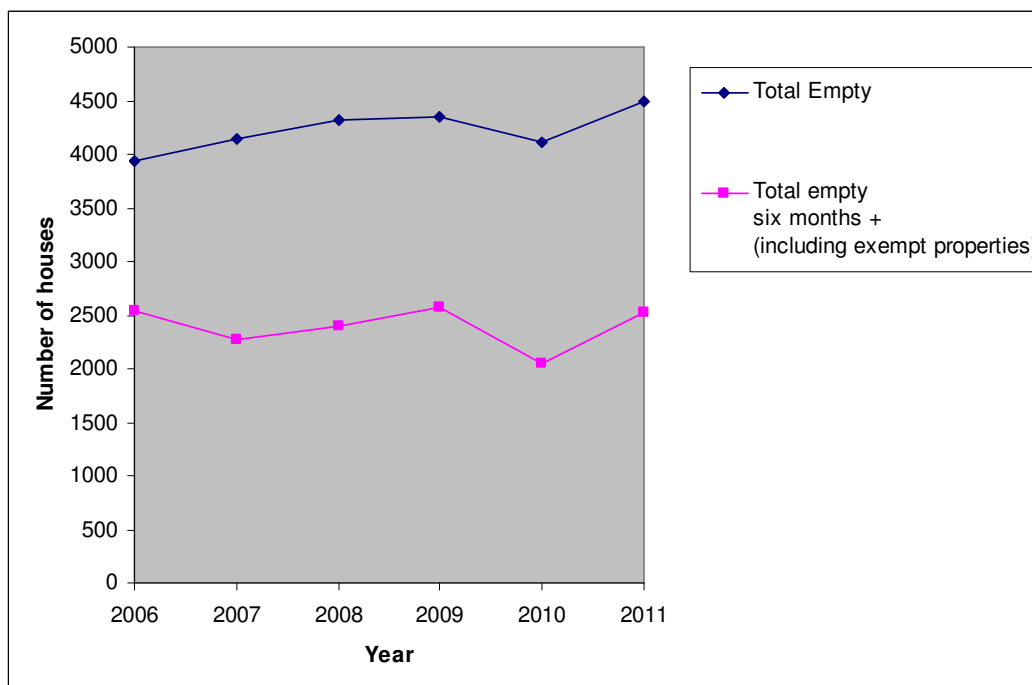
This strategy has therefore been developed to reflect national priorities, but also to tailor a unique strategy that reflects local needs and ensures an efficient, tailored service to the people of Derby.

6. The Local Context

There are around 4000 empty properties in Derby. Many of these are 'transactional vacancies' and are necessary for the normal operation of the housing market, so the headline figures need to be treated with some caution.

However, in Derby alone, more than 2500 properties have been empty for more than six months, while nearly 1000 of these have been empty for more than two years. Not all of these properties are transactional vacancies; some are a waste of a valuable resource at a time of housing need. It is these long term empty homes – empty in excess of six months – which cause most concern. Consequently, it is these properties that should be considered when assessing the extent of the problem and how best to target our resources.

The number of empty homes in Derby had steadily decreased during 2009/10 but this trend has reversed in the past 12 months or so.



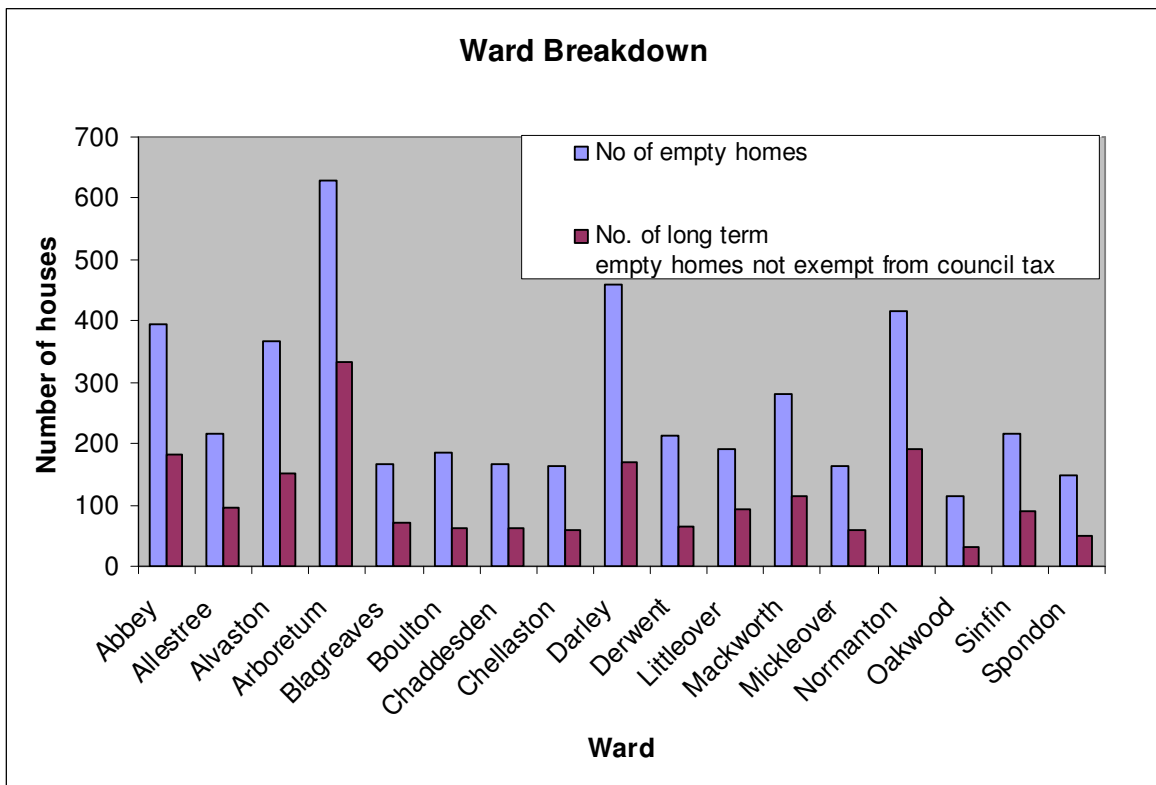
Local estate agents report that property sales are slow, achieved prices are not as high as they were 12 to 18 months ago, and that the paucity of credit, combined with economic insecurity, has contributed to a continued stagnation of the macro housing market.

In these circumstances, owners of empty homes are more likely to wait for the market to recover rather than sell properties straight away. In addition, they are less likely to offer these properties for rent as they are concerned that damage caused to the property during a relatively short term tenancy could outweigh the potential income benefits. This places an additional barrier to reducing the number of empty homes, over and above the increased length of time properties are taking to sell.

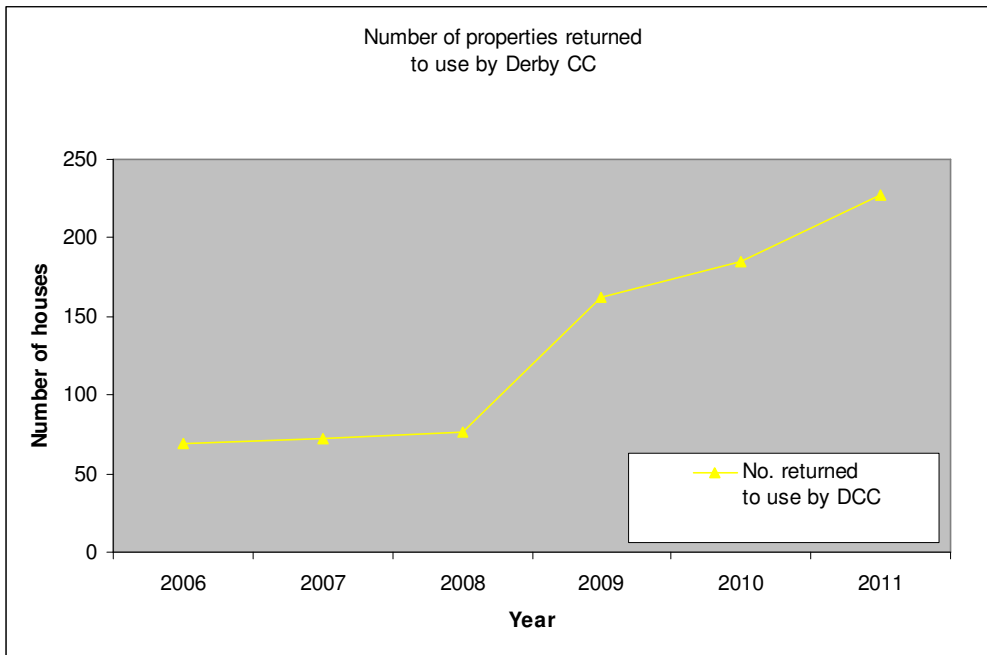
There are many long term empty homes in every Ward in Derby, as shown by the graph below, but the main concentration is in the Arboretum, Abbey and Normanton areas of the City. The high figure for the number of empty homes in the Darley Ward is in part due to the empty complex at Britannia Court, which accounts for nearly 25% of all vacant dwellings in the Ward.

The graph below illustrates the overall number of empty properties by Ward as well as those properties that are unoccupied but are not exempt from council tax, i.e. those properties that, if returned to use, would contribute towards NHB awards.

Total empty dwellings and long term empty dwellings not exempt from council tax as at April 2011:



Derby City Council has an excellent record in returning empty properties to use and continues to achieve and exceed targets. The current situation in the macro housing market as explained above will tend to make returning properties to use more difficult, but despite this, as can be seen from the graph below, Derby City Council continues to report strong results that belie housing market conditions:



It is clear from the data set out above that Derby City Council is successful in returning empty property to use, but also that there is still a great deal to be done. With the introduction of NHB, both the reoccupation of empty homes and the accuracy of the reporting data are of even greater importance than has been the case previously. The Empty Homes Service is ideally placed to address both of these aspects.

7. Corporate Context and Links with Other Council Strategies

Empty homes work links with a variety of council documents, strategies and plans, as outlined below.

The importance of housing on our lives is reinforced as an aim within the high level **Derby Plan 2011 – 26** – ‘More good quality, affordable housing’.

The **Council Plan 2011-14** feeds into the Derby Plan and similarly declares its aim to ‘improve housing conditions and housing choice’. The latter Plan evidences the wider impact of housing on our lives by showcasing that during 2010-11, the City Councils private sector housing services function, amongst other achievements:

- Helped more than 1400 vulnerable, older, or disabled people to remain in their homes through private sector housing initiatives.
- Influenced the return to use of more than 200 empty private sector homes.

Derby Housing Market Area (HMA) Local Investment Plan (LIP) 2010 - 14

The Local Investment Plan is intended to provide a strategic framework detailing partner priorities and principles of investment. This document acts as the link between local authorities and the Homes and Communities Agency.

The return of empty homes to the beneficial housing stock is identified as one of the key points within the priority theme of Housing Supply. The HMA, through the LIP, acknowledges that bringing empty homes back into use not only increases housing supply, but also contributes to a reduction in crime and antisocial behaviour, encouraging investment in an area and improving the local housing mix.

Derby Joint Strategic Needs Assessment (JSNA) 2011 states:

‘In its ‘Building better lives’ report published in Sept 2009, the Audit Commission concluded that:

- Improving the housing stock that already exists will help more people than building new houses...’

and that improving housing can ‘..also yield financial benefits:

- If only five per cent of empty homes could be brought back into use, councils could cut their annual homelessness costs by £½ billion.’

Empty Homes can blight a street or an area and be a hub for anti-social behaviour and crime – Empty Homes programmes can ensure properties are returned to productive use, helping to tackle homelessness, reducing incidence of anti-social and criminal behaviour and improving neighbourhoods.’

Derby City Council's Housing Strategy 2009-2014

This strategy sets the way forward for housing-led services and provision throughout the City. It is an overarching document that outlines the strategic agenda and focus for the Council and its partners in regard to housing, and details how the housing related goals identified in the Council Plan will be met.

The supply of affordable housing is becoming of increasing concern to the Council, with an estimate that 553 more affordable homes will be needed each year than can be supplied through the new build programme and re-lets of existing stock. Returning empty homes to use has therefore been made an objective of the Housing Strategy action plan. The Housing Strategy 2009 – 14 states:

'It is clear that no matter how innovative development partners and the Council are in delivering additional new affordable homes, it will not be possible to meet this need through new build alone. It is essential therefore that the City makes best use of all of its housing resources including those that are privately rented, those that are under occupied and those that are empty.'

Tackling empty homes contributes to the regeneration of the most deprived areas, increasing the supply of affordable housing, reducing crime, antisocial behaviour and urban blight. Empty homes work therefore has benefits both for the Council and the community as a whole.

8. Achieving Strategic Objectives

Development and implementation of previous Empty Homes Strategies as well as strong Councillor and officer support have provided the basis for the current status of the empty homes team. Much of the best practice that is currently being embraced by many local authorities has been in place at Derby City Council for several years, once again serving to reinforce Derby's position at the forefront of Empty Homes Policy.

The four distinct strategic objectives of empty homes work are:

1. To raise awareness of the Empty Homes issue
2. To assemble relevant, accurate and current information
3. Specific measures for bringing empty homes back into use
4. To focus efforts proportionately

8.1 Raising Awareness of the Empty Homes Issue

Within the Council

In addition to our own in-house publications and the general accessibility of the Empty Homes Service, in order to ensure the profile of empty homes work is maintained within the Council it is necessary to adopt a corporate approach, liaising regularly with departments whose work is pertinent to the issue. These Departments include:

- Media and Public Relations Office
- Housing Strategy & Development Unit
- Housing and Advice Services – Housing Options Centre
- Derby Homes
- Council Tax
- Exchequer Services
- Environmental Services
- Housing Standards Team
- Building Control
- Regeneration Department

External to the council

The national profile of empty homes work has been raised considerably over the last year or so, thanks in part to Government focus on the issue, and also the work of charities, empty homes practitioner groups and voluntary organisations. Locally, the past 12 months have seen considerable favourable press for empty homes work in the Derby Evening Telegraph, as well as a very well received case study report on BBC Radio Derby. In addition, the completion of the vesting process for the Arboretum Square and Leopold St compulsory purchase project generated positive publicity and approval from Councillors and the general public. The empty homes team also regularly attends landlord events and forums to further publicise the issue to those who invest in the buy to let market.

Partnership working with RSL's also encourages awareness raising. As the opportunities for new developments begin to reduce, empty homes become an attractive alternative, particularly where the local authority can provide assistance and resources.

Internet Presence

In a digital age, website presence is extremely important and this must be maintained and expanded upon. Within the life of this strategy, and in accordance with the wider aims of the City council in regard to internet presence, we aim to increase the amount of empty homes information available through our web pages and to ensure that it is accessible, understandable, targeted and relevant.

8.2 Gathering relevant, accurate and current information

Empty Property Database

The empty homes service has a database of empty homes that have been identified or referred since 2003 and is actively pursuing all empty home owners whose properties have been empty in excess of two years, this currently totals nearly 1000 properties.

Within the life of this strategy we aim to reduce significantly the number of properties empty in excess of two years to allow us to then concentrate on those properties that have been empty for a shorter period of time. Where a property is a source of complaint from a member of the public or elected member, or when the property is identified by other departments or ourselves as being of imminent danger or concern, the length of time empty becomes irrelevant. If the property is not already being investigated, it is added to our current workload immediately and prioritised accordingly.

Council Tax Database

The accuracy of council tax empty homes data must be evaluated regularly to ensure that the overall picture of empty homes in the City is as accurate as possible, particularly since the introduction of NHB. The empty homes service has undertaken, and will continue to undertake, verification visits to all properties listed as empty for longer than six months. While resource intensive, this process will ensure data accuracy as far as is reasonably practicable.

At the time of writing this strategy, the empty homes service is part way through the first round of property visits and follow up enquiries. Several properties that are now occupied or require a designation change from long term empty to second home, short term holiday let etc have been identified. We are working closely with council tax colleagues to ensure the effectiveness of this procedure.

Website Presence and Referral Forms

The Empty Homes pages of the main Derby City Council website provide an overview of our activities and give the public the opportunity to report an empty home. This can be submitted anonymously if they wish.

GIS Mapping

Through the regional Housing Intelligence for the East Midlands (Hi4EM) project, we have access to the latest GIS mapping technology. This enables us to map empty homes across the City to identify those areas where the problem is most pronounced. We are also able to map the prevalence of different types of empty home, identify previous right to buy properties and produce price guides for partners who are able to invest in empty homes.

In short, this resource allows us to target the available resources, whether they are our own, or those of a strategic partner, as well as analyse market trends. Following the announcement of the £100m investment in empty homes that will be made available to RSL's, this function will prove extremely useful in ensuring the resource is targeted accurately and that partner RSL's are provided with as much information as possible in order to meet their strategic objectives.

Provision of such information also serves to encourage strategic partners to invest in Derby in preference to an area where such support is not forthcoming.

Accurate data collection is also essential if we are to set SMART (Specific, Measurable, Achievable, Relevant, Time-bound) targets for tackling the empty homes problem, and this resource will allow us to ensure we achieve these goals.

8.3 Specific measures for bringing empty properties back into use

The strong performance of the empty homes service over the last 18 months is due in no small part to the appointment of an Empty Homes Officer. This appointment has increased capacity exponentially, allowing the Empty Homes Service to focus on a greater number of cases than ever before, but also providing the Empty Homes Manager with the time to focus on those owners who do not respond to these initial approaches. A fourfold approach is adopted to bring empty homes back into use:

The 'Positive Action' Approach

In the first instance, we aim to provide help and advice to the owners of empty homes. Assistance may be given with refurbishment, sales, legal and other aspects of lettings, finding tenants, health and safety and energy efficiency. In previous years, a financial incentive has been available to new owners of empty homes through our innovative 'Empty Homes Assistance' scheme. Due to budgetary constraints, this was not available in 2010/11. We are aiming to reinstate Empty Homes Assistance for 2011/12 and are keen to ensure this fund is available in future years.

Template letters have been created to encourage owners of empty homes to return their properties to use. These communications escalate in seriousness from letters one to three, with the third communication actively presenting the possibility of compulsory purchase, the service of an Empty Dwelling Management Order or enforced sale of the property.

Template letters are quick to print and send, allowing us to deal with a large volume of empty home owners. In many cases they are successful, prompting a response from the property owner that leads to assistance from the empty homes team that is tailored to suit their requirements. The Empty Homes Officer organises this aspect of empty homes work and then builds the relationship with the empty home owner to secure voluntary reoccupation.

With the introduction of the New Homes Bonus, this initial contact is especially vital. New Homes Bonus is paid to the local authority based on council tax data returns. The more people we can provide help and advice to, and the more incentives we can offer for reoccupation, the greater the possibility of the number of empty homes decreasing, with a resultant increase in New Homes Bonus payments, or at the very least, protection of bonus payments earned through new build properties.

The Personal Approach

While not excluding any of the advice or assistance outlined above, this approach is undertaken when template letters are unsuccessful. This approach includes visits to the empty property owners registered address where possible, as well as telephone calls and bespoke letters that detail the individual property circumstances and the Councils options to rectify the problems. Further information is also provided on the more serious enforcement actions that are available to the Council. This bespoke approach has proven very successful in convincing empty home owners that voluntary reoccupation of the wasted property is preferable to the enforcement process.

Due to its nature, this work is detailed and time consuming, but its successes reduce the need for further enforcement action and secures voluntary reoccupation without the need to put further strain on the Councils enforcement resources. If this approach fails to produce the desired outcome, it provides the groundwork and justification for the enforcement options as outlined below. This work is undertaken in the main by the Empty Homes Manager.

Enforcement

Where both of the above approaches fail, there is little option but to proceed with a statutory solution. The result of closely following the approaches above and recording all actions taken is that there is an extensive evidence base with which the Council can demonstrate that all reasonable attempts have been made to return the property to use voluntarily. This then accelerates the enforcement process as outlined below and increases the chance of success if the owner was to appeal or if a public inquiry were to be held.

The property is evaluated and one of the three enforcement routes outlined below is selected:

Empty Dwelling Management Order (EDMO)

An EDMO can be made where an owner leaves a property empty and has no intention of securing its voluntary reoccupation. The Council and a partner Housing Association or ALMO undertake the management of a property for a set period of time, from seven to 28 years.

Attempts to complete an EDMO have thus far resulted in the empty property owner returning the property to use voluntarily. Further properties will continue to be identified for the EDMO process for the life of this strategy or until such time as the legislation is amended or repealed. EDMO's are progressed by the Empty Homes Manager

Enforced Sale

The Law & Property Act 1925 (S30) allows local authorities to recover charges through the sale of the property. This option can only be utilised where there is a debt to the local authority registered as a charge on the property. Council tax debts or works in default can be charged to the property in many cases, allowing the enforced sale process to begin.

At the time of writing this strategy, partnership working between the Empty Homes, Council Tax and Legal teams is well advanced on our first two enforced sale properties. As well as potentially recovering over £15,000 worth of debt owed to the Council, it is envisaged that the publicity from these enforced sales will lead to a decrease in long term council tax arrears. Enforced Sales are progressed by the Empty Homes Manager.

Compulsory Purchase Order (CPO)

Derby City Council has an excellent record in this regard. Six properties that completed the CPO process, the subject of a high profile Local Public Inquiry which found in the City Council's favour, have now been leased to Nottingham Community Housing Association for redevelopment and refurbishment as affordable housing in responsible management.

A further two tranches of CPO's have been initiated and more are planned for the future. CPO will continue to play a pivotal role in the empty homes strategy, both as a final and draconian sanction, and also from the associated publicity. This publicity demonstrates how seriously the Council takes the issue, encouraging the success of approaches one and two as outlined above. CPO provides the 'teeth' to the empty homes process and strengthens every aspect of empty homes work.

CPO's can be made under S17 of the Housing Act 1985 or under S226 (as amended by Planning and Compulsory Purchase Act 2004) of the Town & Country Planning Act 1990, for the provision of housing accommodation or to

make a quantitative or qualitative improvement to existing housing. Compulsory purchase Orders are progressed by our Compulsory Purchase specialist in consultation with the Empty Homes Manager and Housing Initiatives Manager.

Where an empty property is causing a specific problem to a neighbourhood or is dangerous or ruinous for example, we have a range of enforcement powers that can be used. The timing and extent of the action taken will be dependent upon the individual circumstances encountered at the property. For a detailed list of these measures, please see Appendix B of this strategy.

Additional Statutory Powers

We are continuing to explore any further statutory enforcement opportunities that will strengthen our work to bring properties back into use, including the Town and Country Planning Act and Housing Act 2004.

Partnership Approach

Entering into partnership with external organisations is essential to secure the funding required for larger projects. Derby City Council has enjoyed some notable successes in this field, including the Housing Private Finance initiative (PFI) which secured £2.8m in Government grants and 150 empty homes being brought back into use as affordable housing between 2001 and 2005. Similarly, the £1.5m in additional resources for the 'Housing Needs Challenge Fund' was used to procure and renovate empty homes.

It had been envisaged that a Private Sector leasing (PSL) agreement would be implemented by the time the 2008 -11 Empty Homes Strategy was replaced, but PSL was replaced with the development of the Local Letting Agency (LLA). The development of the LLA attracted £200,000 funding from the Regional Improvement and Efficiency Partnership, and was launched to widespread acclaim in 2010. The project, in partnership with the Decent and Safe Homes (DASH) project has already proved to be successful, with several previously empty homes now reoccupied by those in housing need who would have found it difficult to access the private rented sector.

The current PFI aims to return a minimum of 50 empty homes to use, with the first purchases due to commence in late 2011. The empty homes service is working closely with partners to identify these properties, through GIS mapping and direct contact with property owners, as well as local knowledge.

The Empty Homes Service will continue to work with PFI partners to provide these properties and to fulfil the strategic requirements of the PFI scheme.

8.4 Focusing efforts proportionately

Resources are scarce and must therefore be utilised in the best way possible to achieve the required goals. The introduction of New Homes Bonus (NHB) has necessitated a review of the way we work. This is examined more fully below.

9. Current Projects and Future Ways of Working

A key aspect to the development of this strategy is to highlight the objections that owners of empty homes use to justify their property remaining empty. If these objections can be overcome through new initiatives and ways of working, we can be sure that we are allocating our resources wisely. Such objections include a lack of capital to invest in the empty home, and/or a previous bad experience of letting the property, or simply not wanting the responsibility of being a landlord.

The introduction of the NHB has caused us to re-evaluate the way we work and focus our resources. Previously, empty homes work would concentrate on those properties that were empty for the longest period of time and/or were the subject of the greatest level of complaint or criminal activity. Focusing primarily on those properties that had been empty for two years or more tends to target the more complex cases that are consequently the more time consuming to resolve.

NHB encourages the return to use of *all* empty homes, with the reward being the same, no matter what the condition of the property or level of work involved. While NHB is welcomed, it does encourage local authorities to concentrate on those empty homes that can be returned to use quickly in order to obtain the maximum amount of bonus possible.

To concentrate solely on these properties would be misguided, however. Empty homes can cause urban decline and blight, discourage investment in an area, be hubs for crime, antisocial behaviour and nuisance. The detrimental effects of empty homes, both to the individual and the community, should not be underestimated. Also, owners of recently empty homes that are in reasonably good condition and not a cause of blight or nuisance, would become recalcitrant as they see their local authority pressurising them to return their empty home to use, while seemingly ignoring the dilapidated long term empty home in the next street.

It is clear that a compromise needs to be reached, that those properties that can be returned to use quickly through minimal help and advice are indeed dealt with, but also that the worst housing in the City is also addressed. Outlined below are some of the actions and incentives that the Empty Homes Service has devised:

Direct Mailing to Empty Homes

This strategy introduces a new aspect to our empty homes work – direct mailing to all owners of properties that have been empty in excess of six months. This will be undertaken at least once a year and will give owners of empty homes information on initiatives such as the Local Lettings Agency, our own advice and assistance service, squatters and any forthcoming incentives and initiatives that may be available to them. It is hoped that this will produce ‘quick hits’ by steering those who are unsure what to do with their empty home along the route of much needed housing provision. Together with visits to all properties listed as empty homes, this will also serve to cleanse data that is used to calculate NHB payments.

Visits to Properties Empty between Six Months and Two Years

In conjunction with the mailout referred to above, the empty homes service has undertaken to visit all empty homes that have been empty between six months and two years. These visits will enable us to judge whether any of these properties require immediate enforcement action or referral to other authorities or council departments, as well as ensuring that properties listed as empty for council tax purposes are indeed empty. This function will serve to cleanse data and ensure that our resource is being fairly targeted. The list of property visits will be directly drawn from the list of empty homes that is received from the council tax team each quarter. It is estimated that this will lead to around 250 property visits per quarter, plus associated follow up work.

Empty Homes Assistance

To provide working capital to a new owner of an empty property, the City Council offered Empty Homes Assistance for five years, but this was removed in the 2010/11 financial year due to budgetary constraints. With the expectation that Council finances will come under increasing pressure, we are keen to identify other ways of funding this loan facility.

However, some monies have been made available for Empty Homes Assistance in 2011-12 and it is intended that these funds are used to bring as many properties as possible into use and that the repayments are recycled to fund further empty homes work.

The recyclable loan pot will give new owners of empty homes a maximum of £10,000 per property. Repayments will be spread over three years at 0% interest, the option to include a variable write off element to the loan is retained. The addition of a charge on the property in favour of Derby City Council will remain, as will non-payment clauses, in order to protect the interests of the Council.

This loan will promote best practice and value for money and result in the return to use of previously empty homes, leveraging in private investment to the City at the same time. Providing this upfront capital also makes some nonviable projects more financially inviting.

It is envisaged that the empty homes service will work in partnership on this project. If required, the partner will carry out the necessary remedial works, providing an added incentive to the owner that unsatisfactory works will be addressed and that the tradesmen are reputable. The property owner retains the right to appoint his own contractors should he wish to.

In return, empty home owners will be required to give the local authority nomination rights to the property for a set period, therefore contributing to the provision of affordable housing that is needed so desperately in the City.

Local Lettings Agency

The Local Lettings Agency (LLA) has been developed by the regional Decent and Safe Homes team (DASH), based at Derby City Council. The Local Lettings Agency offers a fully managed property service with no set up fees. The LLA houses only those in housing need, and offers tenancy support services, thereby encouraging security of tenure to those who would normally find it difficult to access the private rented sector or were under real threat of becoming homeless.

The LLA is an integral part of the Local Investment Plan for the Derbyshire Housing Market Area, having attracted £200,000 funding from the Regional Improvement and Efficiency Partnership and having already returned several previously vacant properties to use.

The LLA also offers a repair service where a property is taken on in its current condition, refurbished at the expense of the LLA and then occupied. In return, the property owner signs up to a lease of between two and 20 years. The cost of initial remedial works is recouped through rental income. Once this has been repaid, the only cost to the owner is the ongoing management fee, typically 10% of the rental income.

From an empty homes perspective, the LLA allows us to overcome many common objections, from lack of capital through to concerns over previous bad experiences of being a landlord. We envisage that linking with the LLA will see more empty homes returned to use and be utilised by those in the greatest housing need.

Working with Registered Social Landlords (RSL's)

The empty homes issue has been highlighted as a priority for Government, with £100m being identified for the return of empty homes to the useful housing stock in the Comprehensive Spending Review in October 2010. The Homes and Communities Agency (HCA) will allocate this funding to Registered Social Landlords. One of the cornerstones of any funding bid is that it helps to tackle the waste of empty homes and that any bid submitted must have the support of the local authority.

The empty homes service is already providing information to RSL's concerning location, price range and size, as well as identifying whether or not these homes are ex right to buy, and therefore meeting the strategic ambitions of the RSL's.

The empty homes service will refer potential clients to RSL's, providing another avenue for the voluntary reoccupation of wasted housing stock. This partnership working will provide RSL's with much needed, and otherwise inaccessible information, allowing a targeted approach to the empty homes issue in the City. As the bidding framework becomes clearer over the coming months, this relationship will become closer and to the mutual benefit of the RSL and Derby City council.

Private Finance Initiative (PFI)

As part of the current PFI, 50 properties that have been empty for three months or more are to be purchased over the life of this strategy. The empty homes service

has begun working with partner organisations to provide this information and facilitate contact with the owners of these properties. Further developments and refinements to the PFI programme are expected until late 2011, and the Empty Homes Service will take an active role in this process as required. The first purchases of empty properties are due to be made in late 2011.

10. Monitoring and Performance

Impact of the New Homes Bonus

The NHB calculation is a simple one – the number of dwellings on the valuation list minus the number of long term empty dwellings that are not exempt from council tax. However, this calculation can misrepresent the work undertaken by the empty homes service. If the number of empty properties increases, this will be reflected in the statistics, but successful interventions by the empty homes team will not be. For example:

The empty homes service returns 200 previously empty properties to use in 2011/12, but despite this, the overall number of empty homes actually increases by 50 due to the status of the macro housing market. NHB statistics would represent this in the following way:

'Number of empty homes brought back into use: -50'

No mention is made of the 200 successful interventions, but these figures would have been much worse without the input of the empty homes service, and the implications for New Homes Bonus payments could be extreme.

It is therefore essential that a reporting framework is adopted that demonstrates the relative success or otherwise of the empty homes service, over and above the headline statistics as reported above.

Previous Performance Measures

The preferred measure for Empty Homes performance was Best Value performance Indicator (BVPI) 64 until its abolition in 2008/09. Government advice at the time was to continue to report on these indicators for one further year. The exact wording of BVPI64 was as follows:

'Number of non local authority owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority'

To set a realistic target for BVPI64 was a difficult process, as at the time, there were eight separate Council activities that contributed to these targets. From 2010/11 however, there are only four aspects that remain:

Bond bank/rent in advance

Empty Homes Advice and Assistance

Empty Homes Enforcement

Approved Development Programme funded 'purchase and repair' by RSL's

Targets that were set in the previous empty homes strategy are therefore based on inaccurate assumptions, but despite this, as the figures below demonstrate, the

targets have been achieved and exceeded in 2010/11 and continue a strong trend from 2008/09 onwards.

2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
Target 109	Target 75	Target 72	Target 153	Target 175	Target 185
Actual 69	Actual 72	Actual 76	Actual 162	Actual 185	Actual 227

In 2009, the Empty Homes Network (then named the National Association of Empty Property Practitioners) began to develop a performance framework that would replace BVPI 64. It was hoped that this framework could be utilised by the majority of local authorities to allow consistency in approach and reporting, facilitating the sharing of best practice and performance benchmarking. The finalised framework was published in mid 2010 and is broadly similar to BVPI64 and once again can be contributed to by several Council departments. However, this does not take into account the changing face of empty homes work following the introduction of New Homes Bonus.

New Performance Framework

New Homes Bonus has widened the remit of the empty homes service. Any empty home returned to use now carries the same reward, whether the property is returned to use quickly through voluntary dialogue, or as a result of detailed and protracted enforcement action. While the empty homes service cannot lose sight of the need to address the worst housing in the City, it must also address 'all' empty homes to maximise potential NHB awards for the local authority. Reporting frameworks must represent all levels of empty homes work and clearly show how this work contributes to NHB.

It is therefore proposed that the number of empty property cases that are reoccupied or demolished is reported in addition to the aforementioned overall statistic of BVPI64. The reasons for this are as follows:

1. 'Reoccupied or demolished' property reporting is empty homes team specific – it is an efficient way to monitor the performance of the empty homes team alone, as opposed to the 'group reporting' of other performance frameworks.
2. The reoccupation of empty homes is the aim of the New Homes Bonus. As outlined above, it is essential that the empty homes service can demonstrate the number of properties it has returned to use through all avenues and therefore its contribution to the increase of, or reduction in loss of, NHB payments.
3. BVPI64 is still used to define the contribution of the 'whole' Council to the empty homes issue. Across the HMA in particular, this is the preferred measure and is therefore important to record for the purposes of benchmarking

The performance definition will therefore be as follows:

'The number of private sector vacant dwellings that are returned to occupation or demolished.'

We must assume that where additional funding is provided, there will be additional ways in which the effectiveness of any initiatives resulting from that funding will be evaluated. Developments will be included as this draft strategy is updated following the consultation period. Particular conditions or incentives that are attached to any additional funding award may have an impact on our targets over the period of this strategy. For this reason, the targets set out below are based on current performance with current resources.

2011/12	2013/14	2014/15
Target 125	Target 130	Target 135

In the meantime, the proposed performance framework will not only allow the City Council's combined empty homes efforts to be reported and benchmarked, it will also allow the empty homes teams delivery to be more closely monitored than was possible in the past.

11. Action Plan

Increasing the housing supply is a more high-profile issue than it has been for decades, and the potential contribution from empty homes is substantial.

Whatever changes may be afoot nationally, locally 'empty homes' remains a high priority issue for Derby residents. Our plans and actions to tackle this issue over the forthcoming year are therefore presented below.

The strategic objectives of the Empty Homes Strategy are described in detail on pages 16-21, but to summarise, there are four key objectives:

1. To raise awareness of Empty Homes issues
2. To assemble relevant, accurate, and up-to-date information
3. To put into effect specific measures so empty homes can be brought back into use
4. To focus efforts proportionately

The actions we will take to bring about these objectives are tabulated below, grouping each action with the specific objective to which it relates.

Strategic objective	Action number	Targets and outcomes	Action description	Target date	Lead officer
Awareness of Empty Homes Issues	1	To raise awareness of the empty homes issue and improve the way the public can report empty homes	Full review and update of publicity material and means by which we publicise the service. Measure to include: <ul style="list-style-type: none"> • Targeted press releases • Proactive mailout to empty home owners • Update and simplify web based functions 	Ongoing	Empty Homes Manager
Awareness of Empty Homes Issues	2	Contribute and respond to the national debate on empty homes policy and procedures through the national body	Maintain a proactive presence on the steering committee of the Empty homes Network, strengthen existing links with CLG and HCA	Ongoing	Empty Homes Manager
Assembling Information	3	Improve linkage with other council departments, particularly Planning, Legal, Housing Strategy, Environmental Services and Council Tax	Continue to forge cross departmental relationships and promote partnership working	Ongoing	Empty Homes Team
Assembling Information	4	Improve cross boundary working, training and sharing of best practice between East Midlands local authorities	Maintain proactive membership of EMEPF (East Midlands Empty property Forum), explore further options with Homes and Communities Agency	Spring and Autumn each year	Empty Homes Team
Assembling Information	5	Promote efficiency in empty homes work	Investigate the possibilities for sub regional empty homes work in Derbyshire	Ongoing	Empty Homes Manager

Strategic objective	Action number	Targets and outcomes	Action description	Target date	Lead officer
Implementing Measures	6	Identify new funding streams and opportunities for NEET training and community involvement	Work closely with HCA and CLG on emerging policy and funding arrangements for empty homes. Forge partnerships to ensure training opportunities are identified and realised	Ongoing	Empty Homes Manager
Implementing Measures	7	Ensure new initiatives contribute to the provision of affordable housing wherever possible	Link any financial incentive to property nomination rights, Local Letting Agency etc	Ongoing	Empty Homes Manager
Implementing Measures/Focus Efforts Proportionately	8	Increase the number of 'quick hits' where empty homes are returned to use through advice and assistance only	Commence annual mailshots to homes empty between 6mts and two years to target those owners who we would not normally reach – detailing options for their properties	January 2011	Empty Homes Team
Implementing Measures	9	Ensure compliance and accurate recording of actions in accordance with the Empty Homes procedure	Maintain record keeping on APP and ensuring structured progression through the empty homes procedure	Ongoing	Empty Homes Officer
Implementing Measures/Focus Efforts proportionately	10	Undertake all endeavours to secure voluntary reoccupation of properties where standard communications have failed	Continue and expand upon direct communication with owners of problematic empty homes to minimise need for enforcement	Ongoing	Empty Homes Manager
Implementing Measures/Focus Efforts Proportionately	11	Ensure evidence base for enforcement is secure	Maintain record keeping on APP, liaise with Enforcement officer on individual cases to ensure compliance	Ongoing	Empty Homes Manager/Environmental Health Officer (Enforcement)

Strategic objective	Action number	Targets and outcomes	Action description	Target date	Lead officer
Implementing Measures	12	Continue enforcement activity against prominent nuisance properties where owner is untraceable or non-cooperative	Progress specific properties through CPO route	Ongoing	CPO Officer
Implementing Measures	13	Continue enforcement activity against prominent nuisance properties where owner is untraceable or non-cooperative	Progress specific properties through Enforced Sale/EDMO route	Ongoing	Empty Homes Manager
Implementing Measures	14	Ensure enforcement resources are accurately targeted	Introduce scoring matrix at enforcement stage to ensure correct properties are identified and to justify enforcement action	September 2011	Empty Homes Manager
Implementing Measures	15	Increase referrals to the Local letting Agency	Publicise the LLA to empty home owners, advise of options at early stage through mailouts and information leaflets	Ongoing	Empty Homes Team
Implementing Measures	16	To constantly improve performance in reducing the number of empty homes by accessing and utilising the latest tools and best practice	Continuously develop and sustain up-to-date knowledge of best practice through ongoing research and liaison with appropriate external bodies	Ongoing	Empty Homes Manager
Implementing Measures	17	Reactively investigate all reports received, whilst also monitoring and reviewing points at which proactive intervention in long-term empty properties should best be implemented	Investigation of all reported empty properties and proactive investigation of all identified long-term empty properties	Ongoing	Empty Homes Officer

Strategic objective	Action number	Targets and outcomes	Action description	Target date	Lead officer
Implementing Measures	18	Develop a revised indicator set for monitoring empty homes work and evaluate effectiveness	Consult internally and liaise with external agencies such as HCA and CLG	July 2011, plus regular reviews for the life of the strategy	Empty Homes Manager
All	19	Annual review of strategy targets, action plan, and resources	Review action plan and targets to ensure they remain SMART and challenging. Where possible access additional funding to resource new/additional measures	Ongoing	Empty Homes Manager

Appendix A: Why Houses become and remain empty

Why Properties Become Empty

- The owner has moved into residential care or has passed away.
- The owner has moved away to give care to a relative suffering from ill health.
- A couple move in together, leaving one home empty.
- Tenants leave and absentee landlords cannot be contacted.
- The owner is in prison.
- The owner has simply abandoned the property.

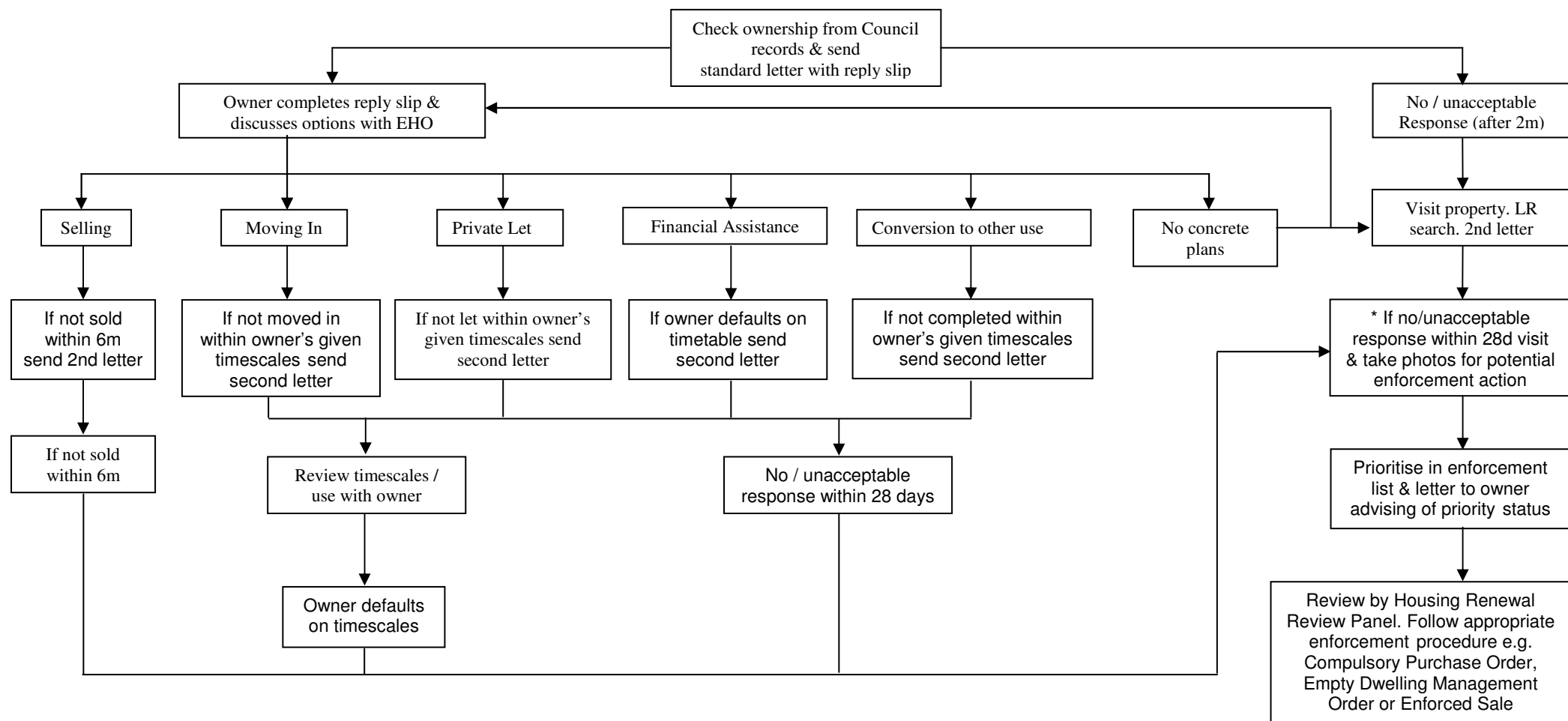
Why Properties Remain Empty

- Lack of knowledge/skills to refurbish or manage a vacant property.
- Lethargy or indifference – maximisation of wealth from assets is not a priority for an individual or company.
- Business disputes.
- Inheritance disputes.
- DIY owner – a property is acquired as a renovation project, but expense or unforeseen problems escalate.
- Owner inertia – owners who do not wish to sell or rent due to previous bad experiences or sentimental reasons.
- Property owner has died and there are no traceable descendents.
- Land-banking – owners waiting for values to increase and not wanting to offer the property for rent in the meantime.
- Obstruction – owners who simply refuse to bring the property back in to use.

Appendix B Main Statutory Enforcement Options

- Town & Country Planning Act 1990, section 215 – where the condition of an empty home is detrimental to the amenity of the area.
- Building Act 1984, section 79 – where an empty home is in such is seriously detrimental to the amenity or of the neighbourhood.
- Building Act 1984, section 59 – where the condition of the drainage to a building is prejudicial to health or a nuisance
- Housing Act 2004, sections 11, 12, 20, 21 and (46 which substitutes section 265 of Housing Act 1985) - where the condition of a property is defective such that its use needs to be prohibited, works are required for improvement or the property requires demolition.
- Environmental Protection Act 1990 - section 80 - where a statutory nuisance exists, is likely to occur or recur at the property.
- Prevention of Damage by Pests Act 1949 - section 4 where the condition of the property is such that it is providing or likely to provide harbourage to rodents.
- Local Government (Miscellaneous Provisions) Act 1982, section 29 – where a property is open to unauthorised access.
- Local Government (Miscellaneous provisions) Act 1976, section 15 – allows authorisation to be given for officers to enter land (and property on that land) in connection with a proposal to acquire a compulsory interest in that land (and property on that land)
- Local Government (Miscellaneous Provisions) Act 1976, section 16; and Town & Country Planning Act 1990, section 330 – this is served where further information regarding property ownership or interests is required
- Housing Act 1985 section 17 - the basis of compulsory purchase
- Housing Act 2004 Part 4 - Empty Dwelling Management Orders (EDMO)
- Law of Property Act 1925, section 101 – the basis for enforced sale

Appendix C: Empty homes Procedure (Following initial referral)



If at any time the property changes ownership, go back to Send Standard letter stage

We can give you this information in any other way, style or language that will help you access it. Please contact us on 01332 256308 Minicom 01332 256666.

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.
Prosimy o kontakt: 01332 . 256308 . Tel. tekstowy: 01332 .. 256666

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 256308 ਮਿਨੀਕਮ 01332 256666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

01332 256308 یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم
منی کام 01332 256666 پر ہم سے رابطہ کریں۔