

Empty Properties & The New Homes Bonus

South East London Housing Partnership 25 November 2011

The logo for CapacityGRID is displayed in white text on a dark blue rectangular background. The word 'Capacity' is in a sans-serif font, and 'GRID' is in a bold, blocky sans-serif font. A small 'TM' trademark symbol is positioned to the upper right of the 'D'. The background of the slide features a blue gradient with a grid pattern on the floor and a bright light source in the upper right corner.

CapacityGRID™

Connect. Virtual. Service.

Why empty properties need to be inspected earlier.



London Borough of Bromley recognised a valuable strategic and financial incentive to maximise the New Homes Bonus.

An essential contributor to its Sustainable Community & Housing Strategies.

**With two full-time Empty Property Officers
it does not have the capacity to visit and
chase every property owner (which is
necessary to maximise NHB).**

Over 2,000 properties to review

A faster way to identify empty properties which are occupied.



Capacity GRID™ provides an integrated “fast-track review” which completes the entire process and ensures the Council Tax database is as accurate as possible.

Allows the Empty Homes Team to focus on properties with the most potential to be brought back into use.



EXCELLENCE IN
INNOVATION

PERFORMANCE AWARDS

The “fast-track review” uses the Capacity GRID™ to combine experienced inspectors with efficient workflows and provides immediate access to a virtual network of Council Tax specialists.

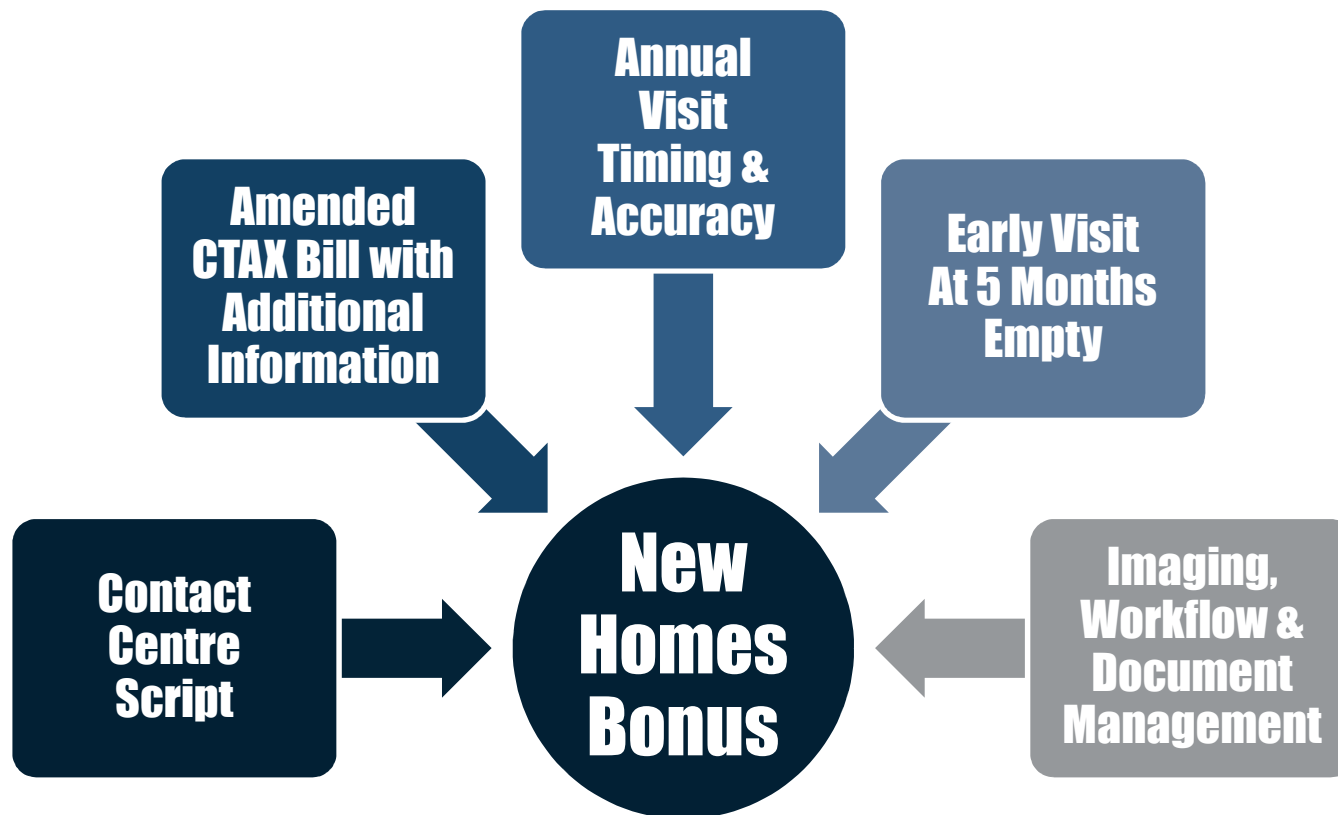
High accuracy. High return. Low risk.

Entire review completed in less than half the time taken than the previous year, yielded £725k funding and prevented risk of property mis-classification or legislative mis-interpretation.

Guaranteed additional funding for six years.



The five elements of an integrated fast-track review.



Proven to produce a significant return on investment, higher accuracy with low risk and a more manageable workload.

Vital to achieving results was additional communication and timely inspections of all properties BEFORE they became 6 months empty.

The Empty Homes Team used the GRID's integrated imaging, workflow and document management systems to replace their complaint-based system.

Fast collating, sharing and collaboration.

Empty Homes Team existing practices relating to mail shots.

Batch cut-offs, chase non-responders, 30% return.

Empty Homes Team's policies relating to Enforcement including escalation processes.

A rating system to determine properties to target.

**Financial and other assistance available
to property owners and working with
stakeholders .**

The fast-track review led to a decrease in the number of Bromley's Empty Homes by 82 properties (9% of original 'empties' list).

Also minimised losses in funding for building new homes.

THE RESULT.



**GREATER EFFICIENCY.
A MORE RESPONSIVE SERVICE.
ESSENTIAL NEW FUNDING.**