

# ODS

## Void Properties

### Service Standards



working  
with



**At ODS we're building a new kind of business. A business that's good for everyone; one that creates a more inclusive and sustainable economy that truly balances purpose and profit, one that considers the impact of their decisions on their employees, customers, suppliers, community, and the environment.**

The Voids Team is responsible for managing the voids (empty properties) process for Oxford City Council's housing stock from when notification is received that the property will be available. The team will ensure that council property is of a lettable standard prior to new tenants moving into their homes.

#### We will:

- Where possible, meet with tenants to conduct a pre-termination inspection to guide them through the moving process and help avoid recharges
- Recharge outgoing tenants for damage to, and clearance of both property and garden, where required
- Ensure that all rubbish is cleared from the property and that it is cleaned prior to letting
- Ensure that the property is safe and secure, and provide two sets of keys on sign-up
- Remove and dispose of any asbestos-based materials that are identified, where appropriate, according to current Health & Safety procedures and in line with current legislation
- Remove needles or other hazardous materials found in an empty property, if required
- Fit connecting taps for washing machines and appropriate drainage pipework, where applicable
- Ensure that there is a gas and/or electric cooker connection point for the cooker. If a home does not have a gas supply we will not provide this service
- Clear all rubbish from the garden before the tenant moves in if required. The maintenance and upkeep of the garden will then be the responsibility of the tenant
- Remove greenhouses, sheds, ponds, and lean-tos except when they are in a good, serviceable, and safe condition. In these circumstances, the incoming tenant will be given the option to keep them but will be asked to sign a form taking on responsibility for the maintenance of the structure
- Ensure fencing to any boundaries that is the responsibility of Oxford City Council is in good order
- Ensure that access paths and steps are checked for safety
- Offer new tenants a decorating pack\* enabling them to decorate their new home. *\*Exceptions apply in limited circumstances.*

#### You can help us achieve our Service Standards by:

- Keeping the inside of your home in a good condition during your tenancy and making sure it is clean and tidy when you leave and that your garden is cleared of rubbish.

Please refer to Oxford City Council website for further information

[https://www.oxford.gov.uk/info/20105/council\\_housing](https://www.oxford.gov.uk/info/20105/council_housing)

#### Tell us what you think:

Your feedback about void properties services and how these can be improved is welcomed.

Please visit [www.oxford.gov.uk/feedback](http://www.oxford.gov.uk/feedback)

All comments, complaints, and suggestions will be responded to.

#### For further information:

Visit [www.oxford.gov.uk](http://www.oxford.gov.uk)

Call 01865 249811

Visit the Customer Services Centre: Oxfordshire County Council Library

Queen Street, Westgate, Oxford, OX1 1DJ