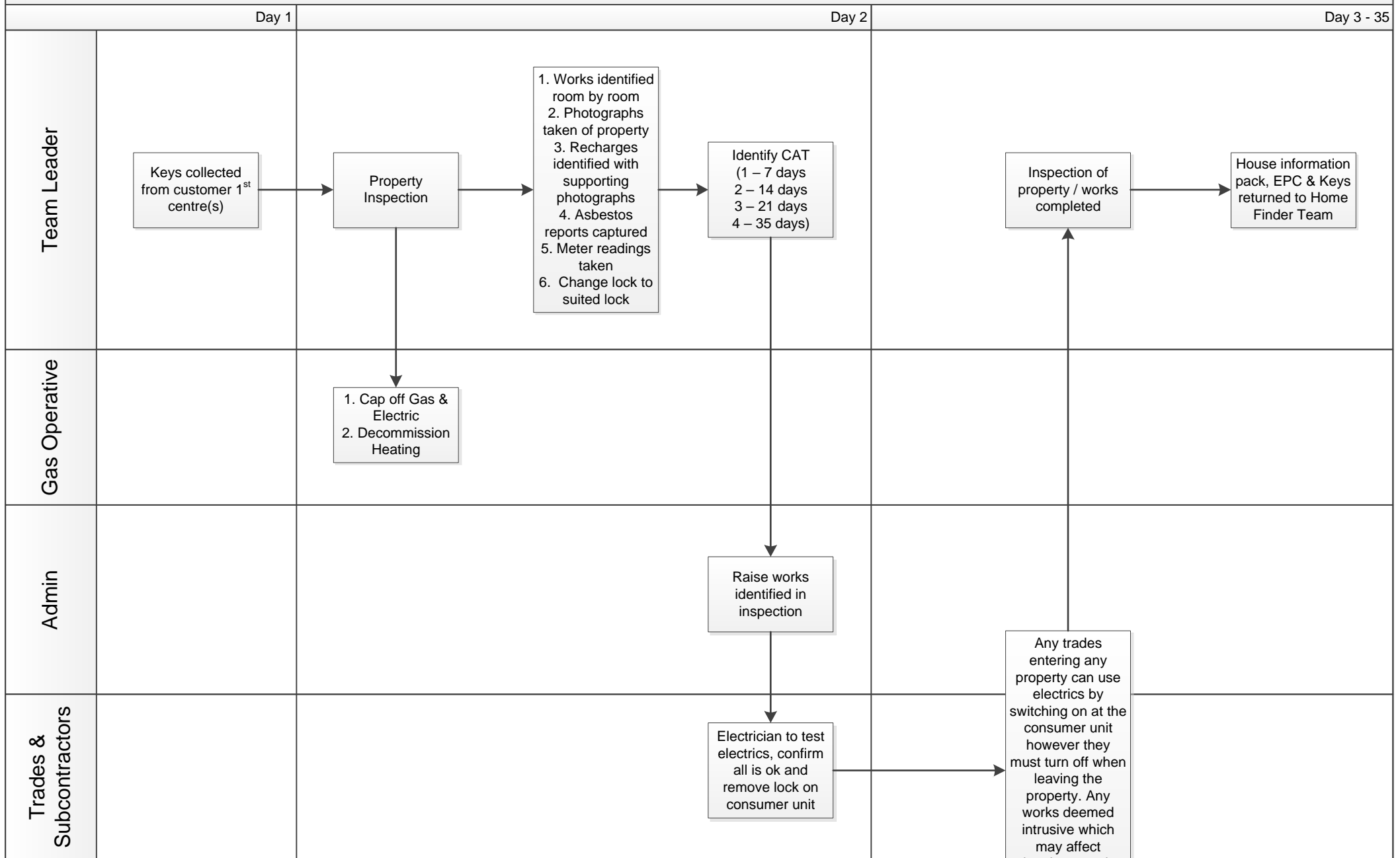


Empty Homes Process Map



Keys collected from customer 1st centre(s)

Property Inspection

1. Works identified room by room
2. Photographs taken of property
3. Recharges identified with supporting photographs
4. Asbestos reports captured
5. Meter readings taken
6. Change lock to suited lock

Identify CAT
(1 – 7 days
2 – 14 days
3 – 21 days
4 – 35 days)

Inspection of property / works completed

House information pack, EPC & Keys returned to Home Finder Team

1. Cap off Gas & Electric
2. Decommission Heating

Raise works identified in inspection

Electrician to test electrics, confirm all is ok and remove lock on consumer unit

Any trades entering any property can use electrics by switching on at the consumer unit however they must turn off when leaving the property. Any works deemed intrusive which may affect electrics must be highlighted to Team Leader