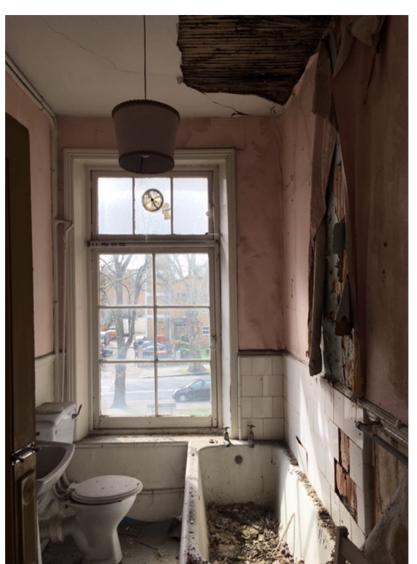
Appendix 1

Informal Process Case Study







Informal intervention

- This property was owned by an owner who allowed the property to fall into serious disrepair.
- The Council were aware of this home as complaints had been made that it was vacant.
- The officer had engaged with owner and established that the property was not vacant.
- The owner did not want any Council led interventions.
- Complaints from Neighbours in March 2019 alerted the property to the Council again. The property did now appear to be vacant and causing a nuisance.
- Good example of how support and assistance can help someone deal with their empty home at a time when they would have struggled to have done this independently and how quickly the matter was resolved with the right support and guidance.

Timeline of Events

March 2019	Complaints received from local residents of poor state of empty home and pigeons nesting inside property , property was becoming a nuisance.
March 2019	Established the owner had vacated property and was in hospital.
April 2019	With the assistance of Council officers the property was assessed to establish if the owner would be able to return. This was rejected due to the level of disrepair.
May 2019	Officer visited the owner several times to discuss the impact the empty homes was having on neighbours and to gain an understanding of the owners intentions. The Officers were able to provide suggestions, advice and guidance to the owner about their options.
June 2019	The owner agreed following all the relevant legal advice, guidance and support to sell the property. Something which the officer agreed to assist with co-ordinating.
July & August	Officer arranged for pest control to remove pigeons and had property boarded and secured. The officer facilitated the owner to get the property cleared and her belongings put in storage. Officer arranged property valuations and advertisement through an auction house.
Sept 2019	Property was valued and prepared for Auction
October 2019	Property was placed at Auction and sold.