

Void Property Clearance Procedure

This procedure covers the handling and disposal of all surplus household contents of potential resale value that remain in void properties, as per the procedure below; -

1. The Void Officer (VO) will carry out an initial void inspection upon receipt of the keys from Housing to identify any items within the property/garden/external storage areas of potential resale value. These items will include the like of –
 - White /electrical goods
 - Fittings, furnishings, and general household/garden items (e.g. garden furniture, personal effects)
 - Any other items that the VO deems not suitable for routine disposal.
2. The VO will take an inventory and photographs of these items identified and details will be uploaded to the void document set. When the void repair schedule is created, any items to be retained will be detailed on the relevant trade job ticket (e.g. Labourer). All items not to be retained will be removed and disposed of in accordance with DLO general waste handling procedures (i.e. to skips or waste providers), which will also be detailed on the void repair schedule.
3. All items identified to be retained will be taken back to the DLO Depot at Mosstodloch, where they will be stored in a dedicated 'surplus goods' storage container. The keys and are available via Supervisors and be held by the Voids Manager. All Items must be removed ASAP from the property and in advance of a void repairs commencing, to avoid any delays.
4. Once the storage container reaches full capacity, the Voids Manager/Supervisors will contact local auctioneers (1 in Buckie, 1 in Elgin) to value the items held, with any item of re-sale value disposed of by them and all payments received processed by PL data sheet and passed to Payments to be credited against the Voids budget.
5. Any items in storage deemed by auctioneers not to hold any re-sale value will then be offered to local charitable organisations, such as Moray waste busters or Housing Needs who will then be contacted and offered to view and collect any items of interest to them.
6. Following steps 4 and 5, any items that items remain in storage will be disposed of in accordance with DLO Waste Handling Procedures (either in skips or dropped of direct at local waste providers).

All DLO staff will receive a Toolbox talk and a copy of this procedure, as well as sign a register acknowledging that they have attended the toolbox talk and understand the information that has been provided. A record of this will also be held on file and this process will also be shared with Area Housing Managers, to make sure that their staff are also aware of this procedure, which also applies to them.

Staff will also be advised that any deviation from this procedure will be subject to further investigation, and **ANY** items of value taken by staff for personal gain will be deemed as fraudulent activity and investigated promptly and thoroughly, involving the Police where necessary, and with appropriate disciplinary actions being taken against those responsible.

Please also refer to the DLO Wast Handling Procedure as link below; -

Caroline Petyt

Caroline Petyt
Acting Voids Manager