

Empty Homes



A leaflet for neighbours

This leaflet is intended to help you to understand how your complaint regarding an empty home will be handled and what you can do.

The Housing Services team at Allerdale Borough Council work with the owners of empty homes using a number of measures to help bring them back into use – in some cases enforcement action is necessary.

We only deal with residential property. All enquiries relating to long term empty commercial properties will be forwarded to Planning Services who may be able to assist.

What happens when I contact the Council?

- Your enquiry / complaint will be logged and allocated to an officer within the Housing Services team;
- The officer will investigate the enquiry and inform you of the outcome;
- We will not disclose your details to a third party;
- We aim to make all initial enquiries as soon as possible;

Contact: Housing Services

Allerdale Borough Council, Allerdale House,
Workington, Cumbria CA14 3YJ
Tel: 01900 702570 Fax: 01900 702507
Email: housing.services@allerdale.gov.uk
www.allerdale.gov.uk



Please phone (01900 702 570) if you would like a copy of this document in a different format

- When contacting Housing Services to make an enquiry, try to give as many details as possible, including:
 - The full address of the empty home and name of the owner, if known;
 - Details of the problem / nuisance caused by the empty home.

The more information we have, the more we can do to help.

How will we handle your enquiry?

If the empty home is insecure or causing a nuisance, an officer will visit and begin action to address the problem. This is in co-operation with the owner. However, if this is not possible, enforcement action will be considered. Any other issues will also be referred to the appropriate Council service or agency.

Also during the visit, the officer will risk assess the property based on the length of time it has been empty, the type of property, it's condition and any nuisance being caused. It will be scored and placed in priority order based on this assessment.

Whilst Allerdale Borough Council attempts to work with owners to bring empty homes back into use, it is not an offence to leave a property unoccupied. The Council can only take enforcement action as a last resort where the property is causing nuisance or blight to an area.

If enforcement action is not appropriate, officers will attempt to make contact with the owner in order to discuss how the

property can be brought back into use.

There are other agencies and departments who can help with associated problems or issues that you may wish to consider contacting. These include the Police, 0845 33 00 247, United Utilities, 0845 746 2200, Pest Control, 01900 702800, or your local Councillor with your concerns.

Further advice or information

For further advice or information, please visit our website at www.allerdale.gov.uk/housing , call the Housing Services team on 01900 702570 or email housing.services@allerdale.gov.uk