

London Borough of Islington

Private Sector Empty Property Grants 2011/12

Service Standards for Owners and Landlords

Introduction

The Council is committed to working with owners and landlords to improve or adapt properties through grant assistance. We aim to assist in bringing properties back into use, to raise standards and to provide more homes for people in housing need. The grants are designed to make non decent homes decent.

Responding to enquiries

The Council aims to respond to all enquiries promptly.

If an officer is unavailable to take your telephone enquiry and a voice message is received, a response will be provided within 24 hours.

If your enquiry is via email or letter an acknowledgement will be provided within 24 hours and a response within 10 days.

How to contact the Council for information about grants

You can contact us for information and advice:

By telephone: 020 7527 3104

By email: grants.residential@islington.gov.uk

By letter:

Grant support services
Residential Environmental Health
222 Upper Street
London, N1 1XR

Grant Enquiries

We will carry out initial investigations into the property's eligibility and will send out an enquiry form within 5 working days or arrange for a grant surveyor to visit the premises.

Property Inspections

A grant surveyor will carry out an inspection of the property within 10 working days of the initial enquiry to ascertain the type and condition of the property and to verify the works required. If the works come within the criteria for grant aid, an application pack will be sent for the applicant to complete.

The inspection is detailed and may take up to 2 hours. At the property the Grant Surveyor will:

- confirm that the property is vacant
- note the condition of property
- take measurements and assess quantities
- take photographs

Ways of Letting

Levels of grant vary depending on which of the Council's Private Sector Housing Schemes you are applying for. Information on the schemes can be provided by Private Housing Partnerships, Room 111 Town Hall, Upper Street, London, N1 2UD. Tel No. 020 7527 6080
Email: empty property@islington.gov.uk

Please indicate your preferred letting scheme when submitting your application form.

Application

Once a full application is received the Council will approve or reject the application within 20 working days.

Grant Approval

The approval will state the start and completion times for the works. Failure to adhere to these conditions may result in the grant being withdrawn.

Interim Visits

Once works have started there will be interim visits where necessary and when unforeseen works are uncovered. Owners are required to notify the grant surveyor when these works are discovered.

Completions

Once works are complete a grant surveyor will visit to confirm they have been carried out satisfactorily. Grant payment can only be made once all completion certificates and a final invoice are received.

The owner or agent must attend the London Landlord Accreditation Scheme course and provide his/her certificate before payment of the grant.

The grant request for payment will be passed to the Council's Finance Section within 10 working days.

Grant Conditions

Empty Property Grants have 3 year conditions requiring the continued letting of the property following grant completion. If these are breached the full grant would be repayable.

Sustainability

The Council supports the use of all sustainability technologies and insists on using dual flush W.Cs and aerated taps when any grant is awarded.

We endorse the use of sustainable materials and "Green" electricity. We encourage contractors to dispose of waste at approved registered sites and to use green transport options (hybrid and electric vehicles) with workers using public transport where possible.

Freedom of Information enquiries

All Freedom of Information requests on grant properties within Islington will be responded to within 20 days.

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