



## ABANDONMENT POLICY

<b>Reference</b>	HPS-H-15
<b>Information Classification</b>	Internal Use Only
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<b>Next Review Due Date</b>	December 2026
<b>Applicable Committee(s)</b>	Housing & Property Services Committee
<b>Owner - role</b>	Senior Housing Services Officer

<b>Record of Updates/Changes</b>			
<b>Current Version</b>	<b>Date Approved</b>	<b>Approved By</b>	<b>Changes</b>

## 1.1 Aims

Our Abandonment Policy aims to demonstrate how Castlehill Housing Association (CHA) will deal with abandoned properties and the recovery of possession of these.

The Abandonment Policy aims to complement other policies and procedures including:

- Anti-Social Behaviour and Harassment Policy
- Debt Management Policy
- Estate Management Policy
- Reactive and Planned Maintenance Policies
- Relevant Health & Safety Policies
- Void Management Policy
- Complaints Policy
- Tenant Participation Policy

These complementary policies are documented separately.

## 1.2 Objectives

CHA is committed to managing our housing stock proactively and effectively. It is essential that we identify any properties that are not being used by tenants as their main and principal home and take the appropriate steps to support tenants to occupy their homes in line with their tenancy agreement. Where a tenant does not move back to their home, or where they are untraceable, CHA aims to take appropriate steps to have the abandoned property repossessed and re-let to meet the needs of applicants waiting for suitable housing.

- To ensure that legislation is followed in particular related to the Housing (Scotland) Act 2001.
- To ensure that the rights of tenants and household members are respected as detailed in the Scottish Secure Tenancy Agreement and ensure that properties are used for the intended purpose.
- To proactively identify possible abandoned properties, and/or tenancy fraud through our knowledge of our customer base and through our presence on estates.
- Where it is suspected that a property has been abandoned and the tenant is not using the premises as their main and principal home, the Association will act in accordance with the Housing (Scotland) Act 2001
- To minimise potential rent lost and any associated costs of abandonments by proactively identifying abandoned properties, taking effective action to repossess the property and ensuring we re-let the property quickly to minimise the time a property is unoccupied.

- To provide a service which has a positive impact on tenant satisfaction with their environment and local community.
- To ensure the upkeep of the housing stock and surrounding environment is managed to a standard which contributes to reduction in void property times.
- Where the tenant contacts CHA within 28 days of the abandonment notice expressing their intention to occupy the property as their main and principal home, a home visit will be scheduled to confirm that the tenant is living in the property. If the tenant can show that they reside in the home on a permanent basis, the abandonment procedure will be cancelled.
- To ensure Housing and Property Services staff maintain a “high profile” and that mutually beneficial good landlord/tenant relationships develop.
- If a tenant wishes to appeal against the abandonment action, this will be done in accordance with the Housing (Scotland) Act 2001.
- In the event an individual wishes to make a complaint about how the abandonment action was taken this is will be done using the Associations Corporate Complaints Policy.

### 1.3 Monitoring, Performance Measurement & Reporting

The Housing Services Manager will monitor implementation of policy and procedures on an ongoing basis and ensure performance information is correctly documented. Further detail on this is contained within the operational procedures. All staff involved with Housing & Property Services have a responsibility to ensure that this Policy is followed.

We will ensure our performance management and reporting systems allow us to be able to provide the number of abandonments for Annual Return to the Charter (ARC) and Landlord Report.

This Policy will be reviewed every three years or in line with any legislative changes.