

# Conwy County Borough Council

## Empty Homes Service Customer Charter and Service Standards

This Service Standards document tells you about the service you can expect from us and what we need you to do.



# Empty Homes Service Values

We work towards the Council's corporate vision, values and priorities.

## Corporate vision

Conwy - a progressive County creating opportunity

## Corporate values



We care about what we do



We are fair to all



We are innovative



We are team players

## The Corporate Plan priorities we are working towards:



**Housing** - People have good quality homes they can afford and that make their lives better



**Growth** - People live in a county which has a prosperous economy

## We want to make sure:

- That you receive a high quality service
- That you are given advice on how to bring your empty property back into use
- Problematic empty properties are brought back into use where possible.

## We will do this by:

- Listening, informing and advising
- Encouraging empty property owners to work with us
- Looking for solutions
- Being honest, friendly, respectful and helpful
- Delivering our services fairly.

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.



# Empty Homes Service

## The services we provide

- Advice and information on how to bring an empty property back into use
- Loans and grants
- Dealing with problematic empty properties.

### Get in touch

t: 01492 574235

e: [emptyhomes@conwy.gov.uk](mailto:emptyhomes@conwy.gov.uk)

Housing Strategy,  
PO Box 1,  
Conwy,  
LL30 9GN

Office hours are:  
9:00 to 17:00 Monday - Thursday  
9:00 to 16:45 Friday

Or visit our website where you can report an empty property or submit a request for advice about your empty property:

[www.conwy.gov.uk/emptyhomes](http://www.conwy.gov.uk/emptyhomes)



# Customer Charter

## Our commitment to you

### We will:

- Treat you with respect
- Be fair and helpful
- Treat you as an individual by giving you the service you need
- Behave professionally
- Take responsibility when dealing with you, making sure we do whatever is needed
- Follow our Equal Opportunity Policy
- Contact you in the format that is best for you, if you tell us what this is
- Tell you clearly if there is anything you need to do
- Make sure our offices are welcoming and pleasant
- Make sure our offices are as safe as possible for all our customers and staff
- Ensure that all information you provide us with is gathered, held, processed and disposed of in accordance with the Data Protection Act 2018
- Provide easy to understand information on our website, in person and in our written correspondence
- Listen to your queries and concerns and let you know how long it will take to deal with them
- Deal with your comments, suggestions and complaints in a positive and responsible way.





## We can offer you:

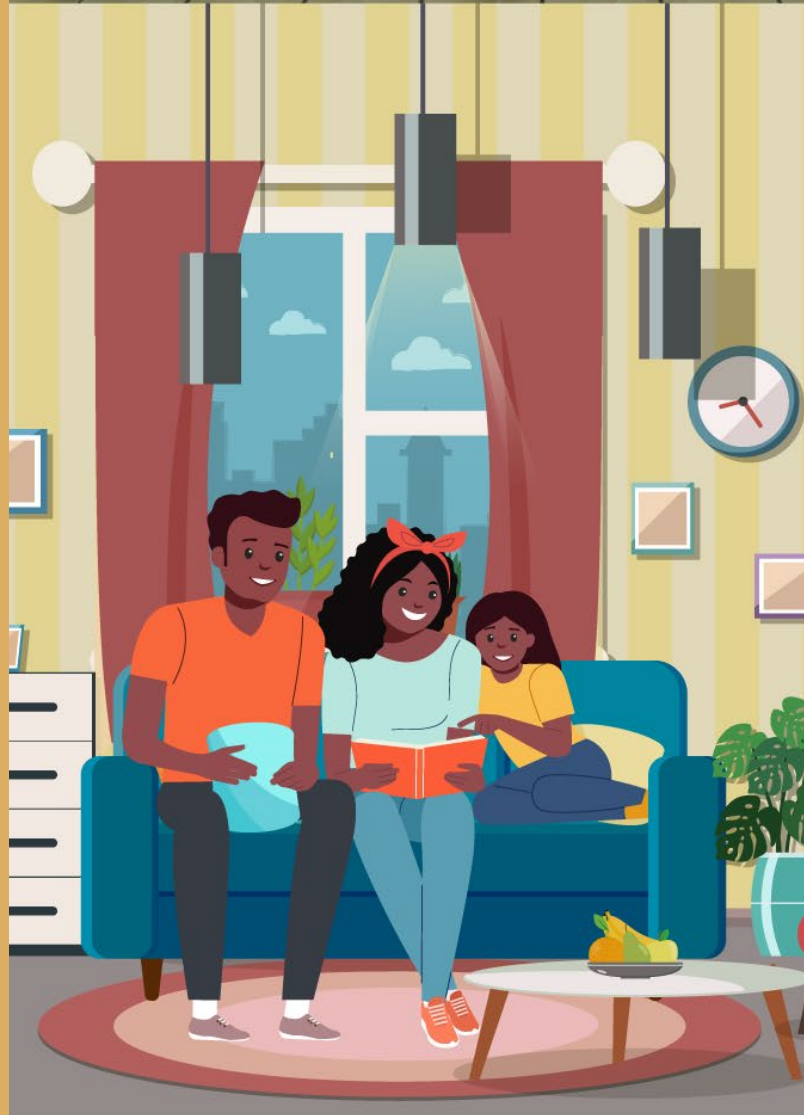
- Welsh and English speaking staff
- A British Sign Language interpretation service
- Information in Braille or large print on request
- A translation service on request if your first language is not Welsh or English
- A private interview room for appointments if you would like one
- Disabled parking space and facilities.

## When you contact us, we will:

- Answer all our calls where possible. If we are not able to answer calls a voicemail facility will be available. If you leave a voicemail, we will phone you back within 2 working days
- Answer your query at the first point of contact whenever possible
- Respond to your letter/email within 5 working days. If this is not possible, we will tell you why
- Contact you within 2 working days to arrange an appointment if you visit the office and we are not available to see you at that time.

## We ask you to:

- Treat us with respect. We will not tolerate harassment, threats or assaults. We will not accept abuse of any kind, whether face to face or via telephone call
- Be considerate to other customers
- Be on time for appointments
- Give us any relevant information we may ask for
- Let us know if you have any specific access or other needs
- Ask us to explain anything you are not sure about
- Tell us if you are happy with our service
- Tell us if you are unhappy with our service and how we can improve it.



# Empty Home Owners

Advice on how to bring your empty property back into use

The service we provide

We provide advice on how to bring your property in the Conwy County back into use.



## What you can expect from us

### We will:

- Inspect the property with you when appropriate. We will arrange an appointment and arrive on time
- Provide advice and guidance about grants and loans available to you to help bring the property back up to a specific standard
- Advise you how long the property has been empty, for example, so you can discuss with your chosen contractor whether or not the renovation works will attract reduced/nil rate VAT, or whether or not the property may be eligible for a grant or loan
- Provide information about property management options available to you if you do not want to manage the property when it comes back into use

- Advise on how to sell the property
- Advise on how to rent the property
- Provide information on the responsibilities of being a Landlord
- Offer other help that may be needed to bring the property back into use.

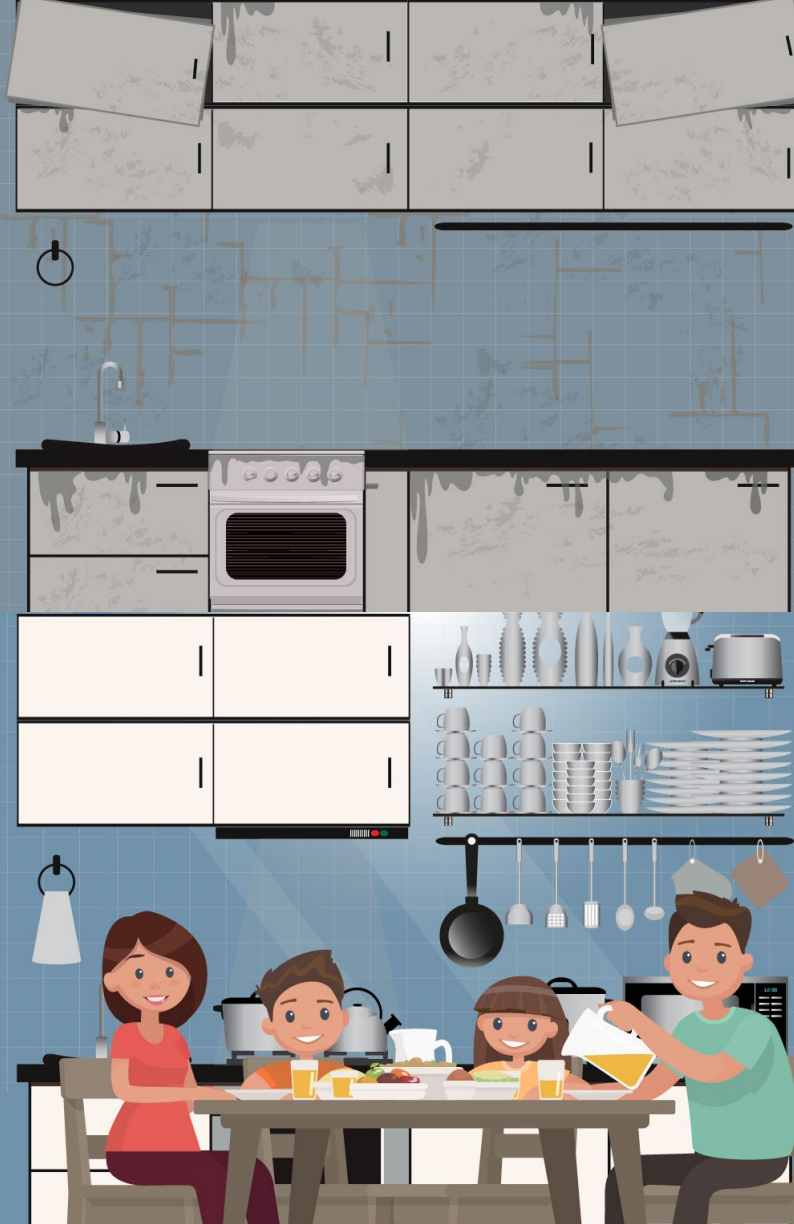
## What we need you to do

- Tell us about any issues you are having with bringing the property back into use
- Tell us what you would like to do with the property once it has come back into use
- Give us feedback on our service.

# Funding opportunities

The service we provide

We will offer loans and grants (where funding is available) to bring empty properties back into use.



## What you can expect from us

### We will:

- Inspect the property with you, where appropriate, and give you advice on whether you are eligible for a loan or grant to bring the property back into use. We will arrange an appointment and arrive on time
- Clearly explain the terms of the loans and grants
- Give you an opportunity to ask questions if required
- Make you aware of other loans or grants available from other departments or organisations to bring an empty property back into use.

## What we need you to do

- Tell us about any issues you are having with bringing the property back into use
- Tell us what you would like to do with the property once it has come back into use
- Give us any relevant information or documentation we may ask for
- Give us feedback on our service.

# Dealing with problematic empty properties

## The service we provide

We will deal with complaints about problematic empty properties in the Conwy County.

## What you can expect from us

### We will:

- Inspect the property that we receive a complaint about
- Contact the owner of the property to discuss the property and try to take steps to bring the property back into use
- Try to trace the owner if their whereabouts are not known
- Work with Conwy Council's enforcement teams to discuss the options available if the problem is having an impact on someone else's property
- We will work with the owner to try and ensure that the property comes back into use
- Update you where possible.

## What we need you to do

- Provide us with as much information as possible when you report the property to us
- Give us feedback our service.