

Welsh Assembly Equality, Local  
Government & Communities  
Committee Inquiry into Empty  
Properties



**We have heard evidence that the monitoring data across Wales is not robust. What data is relied upon in England and Wales to monitor progress on empty properties?**

In our experience Council tax and land registry data is used, often it's the local knowledge of properties and people that can make the difference, we see no discernible difference between England and Wales.

**What are the most effective ways of working with owners to bring empty properties back into use?**

We believe the most effective way is to think of an empty home owner as a customer and to build a better understanding of the customer segments. Creating the customer journeys that deliver a suite of advice and support services through a single point of contact makes it easy and hassle free. This is especially valuable for more vulnerable customers.

We believe a service that empowers the home owner to make informed decisions about the future of their property is more likely to have a positive outcome. Helping them to set goals for their property and supporting them throughout with a professional coordinating the services and contractors needed, whilst being able to offer finance products that are fit for purpose.

This holistic approach overcomes the key barriers empty home owners face of time, effort, skill, will and trust. It's about making the service feel accessible.