



# Empty Homes (Void Properties)



We will ensure that you receive clear and timely information on your new home, including when you can move in. We will ensure any home we let will be to the agreed letting standard



We will achieve this by:

- Letting you know the date you can view your new home
- Informing you of when you will be able to sign up and move in to your new home
- Providing you with details of your utilities supplier when you move in
- Letting you know of any works to be completed after you have moved in to your new home with clear timescales
- Ensuring every home is safe, secure and cleaned throughout as per our letting standard
- Telling you how much notice you must give to end your tenancy and when you must hand in your keys
- Assessing any support needs you have at viewing and offering you support where necessary
- Being clear about what condition the property should be left in if you move and any works that we may charge you for
- Informing you of any decorating vouchers you will receive or if your property has been decorated



## Contact us

Tel No 0800 652 3900  
 Email [enquiries.php@poole.gov.uk](mailto:enquiries.php@poole.gov.uk)  
 Website [www.yourphp.org.uk](http://www.yourphp.org.uk)



## Alternative formats

If you would like this document in large print or in a different format, such as Braille or audiotape, or translated into a different language, please contact us on 0800 652 3900, or email [enquiries.php@poole.gov.uk](mailto:enquiries.php@poole.gov.uk)

