

EMPTY PROPERTY STRATEGY 2017 - 2022

Regeneration and Housing

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1. Introduction

1.1 About our strategy

In common with many other areas, Ealing faces an increasing shortage of affordable homes for our residents. This gives rise to increased homelessness and difficulty accessing affordable accommodation for many people. Empty properties seriously affect the lives of people in the vicinity and are a magnet for anti-social behaviour and an unnecessary drain on public services. Tackling empty properties will not only help provide additional much-needed homes in the borough, but will contribute to the improvement of the local environment and benefit communities.

This updated Empty Property Strategy builds on the last strategy (2010-2015) and sets out how the council, with the support of its partners, will continue its work to reduce the number of empty properties in Ealing from 2017 until 2022. This refresh of our strategy takes into account updated information relating to the demographic make-up of the borough, stakeholders' views on our empty property work and new initiatives and legislative changes introduced by the government since our last strategy.

Bringing empty properties back into use will help improve the quality of housing and neighbourhoods and provide a valuable source of affordable homes for residents.

Our over-arching aim is:

“To bring Ealing’s empty properties back into use to increase the supply of quality, affordable homes for our residents”

This strategy aims to:

- Outline the national and regional context and the extent of the situation within Ealing;
- Identify key aims and objectives for the London Borough of Ealing;
- Set out past performance and summarises key success factors in returning empty property back into use;
- Set out our priorities and actions for reducing the numbers of long-term empty properties in the future;
- Identify the monitoring mechanism and necessary resources to deliver the strategy and adapt it to meet changes in housing need, central government directives and funding and the housing market;
- Present an action plan including targets and timescales to meet our key objectives.

1.2 What is an empty property?

There are broadly two main types of empty residential properties; transactional empty properties and long-term empty properties. Transactional empty properties are generally empty up to six months, usually due to a change in tenant or ownership and are part of the normal cycle of people moving house. The vast majority of all empty properties are empty for less than 6 months, though they may be empty longer should they be subject to major renovation works. Although transactional empty properties are less of a priority for the council, they can still present a concern should their condition become a hazard or contribute towards a poor street scene.

In some instances, a property may be empty or appear empty, but is not classed as empty. A property does not have to be used all the time to be classed as occupied. For example, if it is:

- a second home or a holiday home;
- a property which is part of a wider regeneration programme and could be in the process of being developed or marked for demolition;
- a property which has pending planning permission, could be waiting refurbishment or could be waiting for new occupants to move in;
- a property which appears empty due to an overgrown garden or through lack of maintenance or repair but which could in fact be occupied;
- a property where a for sale/to-let board or where contractors equipment is evident could demonstrate that a property is in the process of being brought back into use;
- one where the owner is living elsewhere to provide or receive personal care (illness, old age, disablement, drug or alcohol dependence or mental disorder).

Homes that have been recorded as empty for more than 6 months are classified as long-term empty by the Greater London Authority (GLA). The Department for Communities and Local Government (DCLG) classes problematic empty properties as those that are inactive in the housing market and have been empty for more than **6 months**.

1.3 Why do properties become empty?

Properties that have been empty for more than six months usually have an underlying problem. When properties have been empty for more than two years, it is likely that they will stay empty and decline without intervention. Long term empty properties can become a hub for crime and attract vandalism, anti-social behaviour, as well as becoming a target for arson. They can become run down, fall into disrepair, have overgrown gardens and blight the surrounding properties and neighbourhood. Neighbouring owners may be particularly dissatisfied and may find

their house value has diminished or may be difficult to let or sell. Bringing long term empty properties back into use is a priority for Ealing Council and will contribute to increasing the supply of homes in the borough.

Most empty properties are privately owned. Surveys show the majority of the owners tend to own one or two properties. There are many reasons for properties being left empty, some are easily categorised, and other circumstances are more complex with owners having their own individual reasons for keeping their property empty.

Some of the most common barriers that exist for owners of long term empty properties that are preventing them from returning their property back into use include:

- issues with inheritance and/or delays with probate;
- lack of finance to carry out necessary repairs and refurbishment;
- the owner may be in hospital or residential care;
- the owner lacks the personal ability to deal with the property;
- following the death of an occupant the ownership of the property may be unclear;
- problems with achieving a sale;
- perceived problems associated with letting of properties;
- owner unwilling to bring the property back into use.

1.4 Why have an Empty Property Strategy?

Ealing Council is committed to tackling the blight of empty properties adopting a proactive approach in supporting owners to help return their property to use. Empty properties constitute a wasted housing resource, both for individual owners and the local community. Long-term empty properties can fall into a state of disrepair and become dangerous as well as having a negative environmental impact. A coordinated and sustainable approach can deliver an increase in housing supply, improve standards and reduce the number of empty homes. Returning an empty property to use is usually a significantly more cost effective option than redeveloping.

1.5 Challenges of bringing empty homes back into use

There are a number of challenges associated with the task of returning empty properties back into use:

1. **Council Tax discounts for empty homes** and second homes changed in April 2013 and many councils do not give any reduction now for vacant properties. Ealing's local approach is to:

- Provide a 100% discount which may be awarded for a maximum period of 14

days from the date a property first becomes unoccupied and unfurnished.
· A 50% premium (additional council tax) is payable on top of the normal full council tax for properties that have been empty for more than two years.

2. **Ownership disputes** can make it difficult or impossible to establish who the owner is. Court proceedings and divorce settlements can also delay the occupation of a property.
3. **Personal owner circumstances** may prevent them from being able to bring a property back into use. For example, they may not have the funds or capacity to renovate or sell a property.
4. **Disappearance of owners** can make it time consuming and expensive for the council to trace owners. Even after finding the individual(s) concerned, they may be unwilling to engage with the process.
5. **Maintaining property security** to ensure empty properties don't fall victim to acts of vandalism, arson or squatting due to their often vulnerable condition.
6. **Intentional empty properties** are kept empty either for no specific reason, or for unreasonable purposes by the owners who simply do not have any intention to occupy the property.

2. Policy Context

2.1 National context

The government's £50m Empty Homes Community Grants Programme was introduced in 2012 and led to almost 2,000 properties across England being brought back into use by community groups. However, the programme ended in March 2015 and there is no certainty that it will be continued, even though, at an estimated average cost of £25,000, bringing an empty home back into use takes a fraction of the cost of building a new home.

National Housing Strategy

The Government's strategy for empty homes is set out in 'Laying the Foundations: A Housing Strategy for England' and was published in 2011. It stated that the Government was committed to bringing empty homes back into use as a means of increasing the overall supply of housing and reducing the negative impact that neglected empty homes can have on communities. Their stated priorities were:

- awarding the New Homes Bonus to empty homes brought back into use;
- providing information and practical advice to local authorities and communities to help them address empty homes;
- investing £100 million funding to bring problematic empty homes back into use and announcing £50 million of further funding to tackle some of the worst concentrations of empty homes;
- consulting on options to levy an 'empty homes premium' on the council tax payable;
- proposing changes to Empty Dwelling Management Orders (EDMOs) to target their use on the very worst long-term empty homes causing a nuisance to the community. The Housing Act 2004, which introduced powers relating to EDMOs, was subsequently amended following these proposals.

New Homes Bonus

Launched in April 2011, the New Homes Bonus is a grant paid by central government to local councils for increasing the net level of housing. This bonus is for every additional home paid each year for six years. The bonus is based on the amount of extra council tax revenue raised for new build homes, conversions and long term empty homes brought back into use. There is also an additional payment for providing affordable homes.

The scheme is intended to act as an incentive for local authorities to have effective empty homes strategies. Rewards will only be paid for a net increase in housing, meaning that local authorities could miss out on rewards for new homes built if

empty property levels are allowed to increase. As of 2015/2016, Ealing's New Homes Bonus payments have totalled £24.6m. At a time when local government grant funding has been significantly reduced, this provides an added incentive to continue our work to bring empty properties back into use.

2.2 Regional context

Since our last strategy, the Mayor of London invested £60 million from the Targeted Funding Stream to bring empty homes back into use between 2012 and 2015. £3.1m of this funding was allocated to the West London Housing Partnership (WLHP), which Ealing Council has been a member of since 2005. Between 2013 and 2015, 19 empty properties have been brought back into use through grant funding allocated from the Mayor of London via the West London Housing Partnership.

2.3 Local Context

Borough profile and housing need

Ealing is among the largest boroughs in London with a population totalling 342,000 in 2013. Population projections by the Greater London Authority (GLA) anticipate that this will increase to 365,000 by 2021 and then to 388,000 by 2031.

In common with other London boroughs, there is an unprecedented demand for housing in Ealing. In 2016, Ealing received a total of 2878 homeless approaches and 749 households were accepted as homeless and in need of housing provision in 2016/17. The total number of households placed into temporary accommodation in 2016/17 was 969.

There is ever-increasing pressure to increase the supply of housing and affordable homes in the borough. The growth in population together with the high price of housing in Ealing adds pressure to the housing market and brings challenges to meeting housing need. The council's Housing and Homelessness Strategy 2014-19 sets out the key housing issues in the borough and direction of travel in terms of addressing specified priorities over the next five years. The five identified priorities are to:

- Increase the supply of affordable homes;
- Improve the quality of housing & neighbourhoods in Ealing;
- Support residents to access affordable, well managed social and market rented homes;
- Meet the needs of older and vulnerable residents;
- Prevent homelessness.

Bringing empty properties back into use will contribute to achieving these priorities.

Ealing also has a Private Sector Housing Strategy 2014-19 which focuses on private homes and supporting and regulating the private rented sector. This includes both owner-occupied and private rented accommodation. Private housing currently comprises around 82% of Ealing's housing stock. Tenure patterns in Ealing have changed dramatically since the 2001 census with private renting expanding by nearly 70%, from 21,000 units in 2001 to 36,000 units ten years later, reflecting the national trend. The private rented sector is increasingly important in helping meet the housing needs of the borough.

The Empty Property Strategy 2017-2022 supports both strategies, but focuses specifically upon addressing the issues around privately owned empty properties.

3. Our approach to empty properties

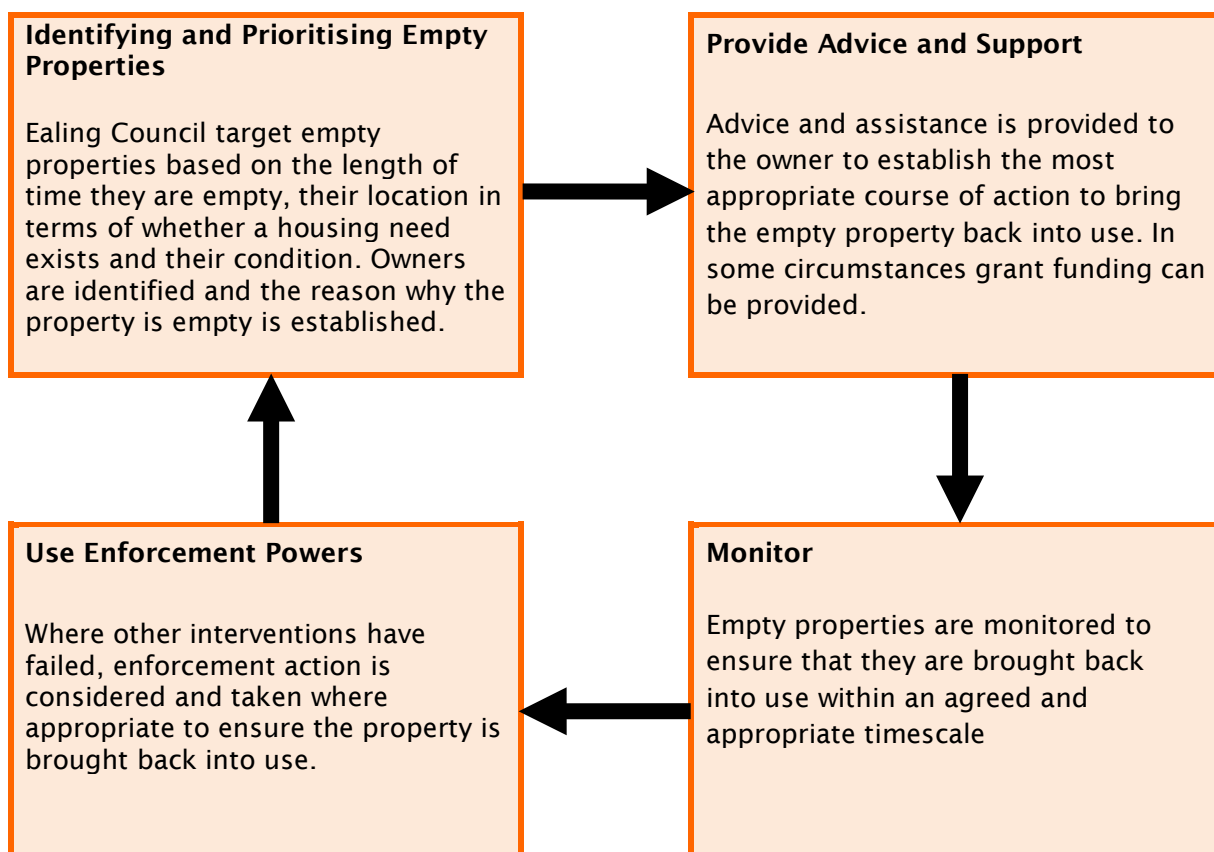
3.1 Our approach

Ealing Council works to prevent properties becoming empty over the long term by responding to enquiries about empty properties from the public, undertaking media campaigns in the local press, participating in local landlord events and forums, and through promotion of our work on the council website and newsletters.

Where properties do become empty, Ealing Council will try to locate owners and starting with an informal approach will work with them cooperatively in an attempt to bring properties back into use. Generally this will take the form of offering advice, guidance and financial incentives. Where owners are receptive to this no enforcement action is generally required. Where this is not successful the council will move onto enforcement against the owner to require the property be brought back into use.

The council's approach to tackling empty properties is summarised in **Figure 1 below**:

Figure 1: Our approach to bringing empty properties back into use



3.2 Empty property grants

Ealing Council provide grants where empty properties need repairing before they can be rented. Grants are given to improve dwellings, houses in multiple occupation or conversion of larger houses into flats. These grants can cover various types of work, such as:

- disrepair or structural issues
- damp and mould growth
- electrical rewiring
- thermal upgrading such as windows
- boiler work and insulation
- improvements to kitchens or bathrooms

Currently, the council offers up to £15,000 towards 100% of the total cost of eligible works. There are conditions attached to the grant:

- The property should ideally be empty for at least 6 months and fail the decent homes standard to qualify;
- When the works are complete the property must be let through the council for five years, at an affordable rent;
- The property must conform to all planning and building control regulations
- Registered builders must carry out the works;

When the property is ready to be rented, either the owner or a housing association can manage the property. The terms and conditions attached to grants are governed by the council's Empty Property Grant Policy. All grants are awarded on a discretionary basis and are subject to availability and policy review.

3.3 Matchmaker Scheme

In 2012, the council launched a website to help owners of empty properties in Ealing to sell their property. The Empty Property Matchmaker Scheme has been devised to bring together the owners of empty properties in Ealing and private individuals, investors and developers who want to purchase empty properties in the borough. There are various benefits:

- no fees. Free service for seller/buyer
- properties for sale are viewed on a secure council webpage
- bypasses estate agent
- reduces cost to sellers as no need to renovate before selling
- reduces cost to buyer due to any disrepair
- simple process for seller/buyer
- choice to pursue offers or not

3.4 Promote deposit guarantee scheme to owners of empty property in Ealing

In contact and correspondence with owners of empty properties, the council advises of the existence of its own private sector leasing schemes with incentives which include:

- twelve weeks' free rent as an incentive for every property (2+ bedrooms)
- free introduction to prospective tenants
- fast and efficient rent payment process
- payment commences the date the property is accepted
- advice/assistance with tenancy management from experienced staff
- refund of landlord accreditation course fee

3.5 Formal enforcement actions to tackle empty properties

The council follows an investigation process in order to trace owners of empty properties with a view to encouraging them to bring their properties back into use. However in many circumstances it is not possible to identify or make contact with owners, or owners are reluctant or unable to bring properties back into use.

Under these circumstances, or if there is an imminent risk to health and safety the council will consider a number of enforcement options. The options available include, but are not limited to:

- **Enforced Sale** – Allows the council to force the sale of a property to recover debts owed to the council that are registered as a charge on the property.
- **Empty Dwelling Management Orders (EDMO)** – Enables the council to secure occupation and responsible management of some privately owned houses and flats that have been empty for two years or more, as well as being actively used for antisocial purposes.
- **Compulsory Purchase Orders (CPO)** - Enable the council to purchase and sell an empty property for the purpose of providing housing accommodation or facilities connected to housing accommodation

A summary of the various enforcement powers that are available to the council are described in **Appendix 1**.

All enforcement action will be taken in accordance with the council's Enforcement Policy.

4. Delivering Our Strategy

4.1 Past performance

Since our last empty homes strategy was published in 2010, the council has seen an overall reduction of empty homes throughout the borough.

- Council Tax Base Information submitted to the Department for Communities and Local Government shows overall numbers of long term empty properties reduced from 938 in 2010 to 695 in 2016, equating to 0.5% of dwellings in the borough.
- 175 accommodation units have been brought back into use through Empty Property Grant funding and subsequently leased to the council.
- A total of 339 short and long term empty properties known to the council have been brought back into use.
- 2 properties have been sold through the Empty Property Matchmaker Scheme since its launch in 2012
- Ealing Council has taken advantage of new powers to set council tax and removed many discounts for empty properties from April 1st 2013. Empty Properties are only eligible for a discount for the first 14 days. After that they must pay 100% council tax. After 2 years' empty, properties are charged a premium of 50%

4.2 Objectives

In order to achieve our over-arching aim to “*Bring Ealing’s empty properties back into use to increase the supply of quality, affordable homes for our residents*”, this strategy focusses on 3 key objectives:

Objective 1: Improve the quality of neighbourhoods by identifying and tackling the issues associated with empty properties

- We will adopt both a proactive and reactive approach to identifying, prioritising and monitoring long term empty residential properties to ensure that no more than one per cent of homes should stand empty and unused for more than six months

Objective 2: Provide advice, information to help raise awareness and address issues around empty properties

- Foster and maintain relationships with owners of empty properties to

inform them of the schemes available to help them bring their properties back into use;

- Improve the information available on the council's website;
- Promote available services and prevent properties from becoming empty;
- Maintain effective working relationships with the private sector, registered social landlords and other stakeholders such as the Police and Fire Service.

Objective 3: Bring empty properties back into use to increase the supply of quality, affordable homes for residents in housing need

- Use negotiation and enforcement action to bring problematic empty properties back into use;
- Encourage take-up of the Empty Property Matchmaker Scheme;
- Offer financial incentives to owners of empty properties to encourage their renovation and use as residential accommodation for people in housing need;
- Promote Deposit Guarantee scheme to owners of empty property in Ealing;
- Encourage other innovative approaches to bring properties back into use, both as interim measures and longer term solutions.

4.3 Key success factors

Our previous success in bringing empty properties back into use has taught us that our strategy must contain a combination of incentives and sanctions to be successful. The key mechanisms for achieving our objectives will be:

- The Regulatory Services, Property Regulation Team will carry out regular audits to identify and prioritise empty properties, maintain records of empty properties and work to bring homes back into use through co-operation with the owners;
- Continued provision of grant funding to bring properties back into use associated with long term letting arrangements for households in housing need;
- Advice and assistance to property owners who would like to let their property;
- Where co-operation with owners fails, ensure enforcement powers, such as Enforced Sale, Empty Dwelling Management Orders and Compulsory Purchase Orders are fully utilised;
- Redevelopment of empty properties acquired through EDMOs, Enforced Sale and CPOs;
- Work in partnership with the rest of the sub-region and external partners to coordinate action to encourage or compel owners to bring empty properties back into use.

4.4 Resources

People

Successful delivery of the Empty Property Strategy and accompanying action plan will primarily be the role of the Regulatory Services, Property Regulation Team in partnership with internal and external partners.

The key internal partners will include:

- Council Tax
- Planning Enforcement
- Community Safety
- Enviro Crime
- Housing Demand
- Finance
- Legal

Key external partners will include:

- Developers
- Housing Associations
- Registered Providers

Financial

The council's empty property strategy will be financed through the council's budgets. Where appropriate and available, bids for resources from the Government will be made.

4.5 Monitoring

The success of this strategy will be measured against the aims and objectives set out above and in the accompanying Action Plan throughout the strategy period.

Annual government statistical returns to the Department for Communities & Local Government (DCLG) will be analysed in order to monitor and review the prevalence of empty properties in Ealing against regional and nationwide levels.

5. Action Plan

Overarching Aim: “To bring Ealing’s empty properties back into use, increasing the supply of quality, affordable homes for our residents”. Our strategic objectives are:

1. Improve the quality of neighbourhoods by identifying and tackling the issues associated with empty properties
2. Provide advice, information to help raise awareness and address issues around empty properties
3. Bring empty properties back into use to increase the supply of quality, affordable homes for residents in housing need

1. Improve the quality of neighbourhoods by identifying and tackling the issues associated with empty properties			
Action	Lead	Timescale	Outcome Measures
Adopt a proactive and reactive approach to identifying, prioritising and monitoring empty properties and ensure appropriate enforcement action is taken in relation to their condition where causing a statutory nuisance.	Property Regulation	April 2018	Formal procedures in place, including a risk assessment and prioritisation toolkit.
Establish procedures to maintain an accurate database of empty properties in the borough.	Property Regulation	April 2018	Formal procedures in place.
Utilise council tax records and other sources to develop and maintain a database of properties that have remained empty for over 6 months.	Property Regulation	6 monthly audit	Reduced discrepancies in council tax data.
Explore the use of GIS mapping of empty properties.	Property Regulation	April 2018	Trends in empty properties identified to enable effective targeting of resources.
Ensure 95% of non-secure empty properties to be secured against unauthorised entry within 48 hours of notice expiration.	Property Regulation	Annual Target	Empty properties secured reducing risk of squatting, vandalism and other anti-social behaviour’

2. Provide advice, information to help raise awareness and address issues around empty properties

Action	Lead	Timescale	Outcome Measures
Develop a communication plan to ensure the empty property strategy is widely circulated and publicised.	Property Regulation	December 2017	Increased number of residents and stakeholders aware of the strategy leading to increased uptake of empty properties schemes
Foster and maintain relationships with owners of empty properties to inform them of the schemes available to help them bring their properties back into use.	Property Regulation	Monthly audit	Increased uptake of empty properties schemes.
Participate in landlord forums and London landlord accreditation events to promote the various schemes available to bring empty properties back into use.	Property Regulation	Annually	Increased uptake of empty properties schemes.
Develop, review and regularly maintain empty property pages on the council's website.	Property Regulation	Every 6 months	Improved traffic/feedback in relation to the content of the website.
Develop and maintain effective working relationships with the private sector, registered providers of housing and other stakeholders such as the Police and Fire Service.	Property Regulation	April 2018	Number of new cases of empty homes referred to the council by other stakeholders.

3. Bring empty properties back into use to increase the supply of quality, affordable homes for residents in housing need

Action	Lead	Timescale	Outcome Measures
Offer financial incentives such as grants to owners of empty properties to encourage their renovation and use as residential accommodation for people in housing need.	Property Regulation	Annual Target	Contribute to target of 70 empty properties brought back into use per year.
Encourage take-up of the Empty Property Matchmaker Scheme.	Property Regulation	Annual Target	Contribute to target of 70 empty properties brought back into use per year.
Review and renew existing procedures for the making of compulsory purchase orders in relation to the most problematic long term empty properties.	Property Regulation	April 2018	Formal procedures in place.
Devise procedures for the making of empty dwelling management orders in relation to eligible empty properties.	Property Regulation	April 2018	Formal procedures in place.
Devise a procedure, which is to include a joint-working protocol with other council departments such as Council Tax, for the making of enforced sales in regards to empty properties where there are outstanding debts owed to the council.	Property Regulation	April 2018	Formal procedures in place.
Utilise the powers of enforced sale, compulsory purchase and empty dwelling management orders in response to the most problematic long term empty properties, as determined using an objective risk-based approach.	Property Regulation	Annual Target	Contribute to target of 70 empty properties brought back into use per year.
Promote Deposit Guarantee scheme to owners of empty property in Ealing.	Housing Demand	Annual Target	The number of properties acquired for use by the council through the scheme.

Appendix 1: Enforcement legislation summary

Problem	Legislation	Power granted
Dangerous or dilapidated buildings or structures	Building Act 1984 ss77 & 78	To require the owner to make the property safe (Section 77) or enable the Local Authority (not London) to take emergency action to make the building safe (Section 78).
	Building Act 1984 s79	To require the owner to repair ruinous or dilapidated buildings seriously detrimental to an area.
	Housing Act 2004 Part I	Under the Housing Health and Safety Rating System local authorities can evaluate the potential risks to health and safety arising from deficiencies within properties and take appropriate enforcement action.
	Part VII of The London Building Act (Amendment) 1939	To require the owners to remedy the defects in dangerous structures or take action to make the building or structure safe.
Unsecured properties (where it poses the risk that it may be entered or suffer vandalism, arson or similar).	Building Act 1984, s78 Local Government (Miscellaneous Provisions) Act 1982, s29	To allow the Local Authority to fence off the property. To require the owner to take steps to secure a property or allow the Local Authority to board it up in an emergency.
Blocked or defective drainage or private sewers.	Local Government (Miscellaneous Provisions) Act 1976, s35	To require the owner to address obstructed private sewers.
	Building Act 1984, s59.	To require the owner to address blocked or defective drainage.
	Public Health Act 1961, s17.	To require the owner to address defective drainage or private sewers.

Problem	Legislation	Power granted
Vermin (where it is either present or there is a risk of attracting vermin that may detrimentally affect people's health).	Public Health Act 1961, s34.	To require the owner to remove waste so that vermin is not attracted to the site, destroy any infestation and remove any accumulations prejudicial to health.
	Prevention of Damage by Pests Act, s4.	
	Public Health Act 1936, s83.	
	Environmental Protection Act 1990, s80.	
	Building Act 1984, s76.	
Unightly land and property affecting the amenity of an area.	Public Health Act 1961, s34 (see above).	To require the owner to remove waste from the property (see above).
	Town and Country Planning Act 1990, s215.	To require the owner to take steps to address a property adversely affecting the amenity of an area through its disrepair.
	Building Act 1984, s79	To require the owner to address unsightly land or the external appearance of a property.
Recovery of debts against a property	Law of Property Act 1925, ss101 & 103	To apply for an order of sale of the property to recover council tax debts or debts secured as a legal charge after work in default carried out
Properties empty for over 2 years and causing nuisance in the community	Housing Act 2004 ss133-183	To apply for an Empty Dwelling Management Order (EDMO) to enable the local authority to take over the management of eligible empty properties, to bring them back into use.
Long-term empty properties where no traceable owners, or where all efforts to return the property to use have been exhausted	Housing Act 1985 s17	To seek to acquire a property under a Compulsory Purchase Order (CPO)

Appendix 2: Glossary of Terms

Term	Definition
Affordable Homes Programme	The HCA (England)/GLA (London) investment programme aiming to increase the supply of new affordable homes in England. The majority of the new programme will be made available as Affordable Rent with some for affordable home ownership, supported housing and in some circumstances, social rent.
Affordable Housing	Affordable housing includes social rented and intermediate housing, provided to specified eligible households whose needs are not met by the open market.
Affordable Rent	Social housing where rent is charged at up to 80% market rents. The tenancies can either be flexible tenancies or lifetime tenancies. Affordable Rent properties are not subject to the rent restructuring policy that applies to social rented housing.
CLG	The Department of Communities and Local Government-the government department responsible for national housing policy
HCA	Homes and Communities Agency. The national housing and regeneration delivery agency for England
Flexible Tenancy	Fixed term tenancy for a minimum of 2 years with a built in review period
GLA	The Greater London Authority- the body directly responsible for strategic housing, regeneration and economic development in the capital.
Housing Association	Independent, not-for-profit organisation providing affordable housing
Lifetime tenancies	Either Secure (council) or Assured tenancies (registered provider).
Market Rent	This refers to private sector rent levels. The rent levels used in this document are sourced from the GLA Rents map and use Valuation Office Agency data. Registered Providers will calculate market rent based on the RICS guidance " <i>Market Rent: a guide for providers of Affordable Rented housing</i> "
Registered Social Landlords	Government funded not-for-profit organisations that provide affordable housing. They include housing associations, trusts and cooperatives.
Social Housing providers	Provider of subsidised social housing below market rent, including the council and other registered providers such as housing associations.
Social Rent	Rents which are kept low through state subsidy, to approximately a third of market levels. The social housing sector is currently governed by a strictly defined system of rent control to ensure that rents are kept affordable.

Appendix 3: Useful websites

- **Ealing Council**
www.ealing.gov.uk
- **Department for Communities and Local Government:**
www.gov.uk/government/organisations/department-for-communities-and-local-government
- **Empty Homes Network**
www.ehnetwork.org.uk
- **Empty Homes – national charity**
www.emptyhomes.com
- **Homes and Communities Agency**
www.homesandcommunities.co.uk
- **Joseph Rowntree Foundation**
www.jrf.org.uk
- **Shelter**
www.shelter.org.uk
- **London Landlord Accreditation Scheme**
www.londonlandlords.org.uk
- **Mayor of London/London Assembly**
www.london.gov.uk/

Contact us

Enquiries regarding this strategy should be made to:

Property Regulation (Regulatory Services)

London Borough of Ealing

Perceval House

14 - 16 Uxbridge Road

Ealing W5 2HL

Email: EmptyPropertiesTeam@ealing.gov.uk or call 020 8825 6622

Website: www.ealing.gov.uk