



Empty Homes Manager

Salary: £28k - £30k dependant on experience, with pension and 30 days holiday per year

Status: Full Time, for a fixed term period to 31st March 2023, with possibility of extension

Reporting to: Head of Assets and Acquisition, and Director of Assets and Governance

Location: Homes for Good Head Office in Bridgeton, G40, with extensive travel within Greater Glasgow and West of Scotland, and optional home working.

About Homes for Good

Homes for Good is Scotland's first social enterprise letting agency, now forming part of a dynamic social business group. Established in 2013, with offices in Bridgeton, we manage and own over 500 properties within the Greater Glasgow area.

Our focus is on leading by example in the private rented sector, creating safe happy homes for tenants and sounds investments for landlords. Working across Glasgow and beyond, our relationships and customer care standards with tenants and landlords alike set us apart from the rest of the industry. We specialise in working with tenants in social housing need, and our additional services such as energy efficiency advice, financial health, interior design and employability make Homes for Good unique within the private rented sector. We work with third sector partners to maximise our charity and social enterprise supply chain, ensuring that our profits are reinvested in changing people's lives.

Home is the foundation of all of our lives, and we recognise the importance of a safe and secure home, and our responsibilities for the properties we manage. Our values underpin everything we do, and our day to day behaviours, as a team and as individuals, reflect these. They are:

Kindness – we always treat people well, and without judgement.

Friendly – we are approachable, and easily accessible to our customers.

Integrity and Fairness – we always do the right thing.

Quality – our services are of a high quality which we maintain consistently.

Expertise – we have excellent expertise in property management as well as having a strong knowledgeable and diverse inhouse team

For further information please see www.homesforgood.org.uk



Background

The Scottish Empty Homes Partnership (SEHP) is funded by Scottish Government and hosted by Shelter Scotland. Its key aim is to encourage Scotland's private sector long term empty homes back into use. This is the Scottish Government definition of long term empty properties, identified as empty for 6 months or more and liable for council tax. However, we are also interested in bringing some of the 45,000+ properties that are exempt from council tax back into use.

SEHP research shows that for many owners, barriers to making properties homes again may be insufficient funding to make a property suitable for sale or rent and/or lack of demand in the area where the property is located. For these owners, a scheme where properties are bought by an organisation and refurbished, can be the difference between bringing the property back into use, or it remaining empty and causing a detrimental impact to the local community.

Homes for Good is Scotland's only private sector lettings agency specialising in providing homes for people on low incomes or benefits. We currently have over 500 properties under management and work with around 130 landlords and 800 tenants, in and around Glasgow and the West of Scotland. As a social letting agency, we understand the impact homes have on people's lives. We plan to grow to 1000 homes under management within the next 4 years.

HfG is recruiting a Dedicated Empty Homes Manager with financial support from the Scottish Empty Homes Partnership, funded by the Scottish Government and hosted by Shelter Scotland, to assist with tackling the problem of empty homes in the West of Scotland. This is a two year pilot programme, intended to demonstrate the value of a dedicated empty homes professional, the sharing of best practice to address empty homes issues, and to bring neglected empty properties back to life as much needed homes. There is possibility of extending the project subject to evaluation and achievement of outcomes.



Job Outline

As Empty Homes Manager you will liaise with empty homes officers in councils, take referrals from the Scottish Empty Homes Advice Service, from community reports, local knowledge and proactive engagement with owners where possible. You will work to clear criteria for assessing end use and viability of any empty properties, including analysing costs, scope of works required, and the needs of the owner.

You will work alongside other colleagues within the Assets Management Team to successfully deliver a programme of empty property purchase, refurb, communal repairs and preparation for the rental market.

The role is fast paced, no two days are the same and requires a responsive, highly professional approach when working with a variety of stakeholders including owners, factors, HFG tenants and other property industry professionals. Currently HFG owns around 250 properties which are managements by the Assets and Acquisition Team, led by the Director of Assets and Governance.

As part of the growth plans within Homes for Good, and as part of the National Empty Homes strategy, you will help us bring at least 30 homes back to life within this project.

This role presents an excellent opportunity to join an ethical & forward- thinking company with plans for growth, and the associated career opportunities which come with this. In -house and external training opportunities will be provided.

Project Aims and Outcomes

- To bring at least 30 private sector long term empty homes back into use across the West of Scotland within 2 years
- To increase the supply of secure, quality homes for people on low incomes or benefits
- To share best practice within the sector to encourage other organisations to participate in empty homes work
- To Develop and pilot of a refurb financing scheme with at least 5 properties and owners
- Dissemination of learning through evaluation and case studies, webinars and attendance at relevant opportunities



Key Responsibilities

This role will be predominantly field based, working on site within the Greater Glasgow/ West of Scotland region. You will be part of the Asset Management Team, whilst working closely with colleagues within Lettings and Tenancy Support to bring properties to the rental market.

1. Relationships with Empty Homes Officers (EHOs) within local authorities

- To develop strong working relationships with EHOs in HFG priority operating areas (City of Glasgow, Renfrewshire, North and East Ayrshire) as well as surrounding local authority areas.
- The focus of this will be to provide a solution- based approach to helping EHOs with more challenging cases, developing innovative approaches to bringing homes back into use.

2. Identification of Empty Homes

- To identify potential projects for acquisition or collaboration with owners through on-site research, land registry searches, proactive targeting of owners and gathering local, onsite intelligence,
- To make contact with owners, and discuss sensitively options for purchase, refurb or sale on the open market, or supporting the owner to bring the property to the rental market with HFG support and investment.

3. Acquisition Programme

- Attend viewings for potential purchases with photo / video walkthrough
- Maintain a pipeline of potential purchases and develop relationships with owners
- Fully assess and cost renovation works required,
- Collate information and prepare property purchase proposals

4. Renovation Programme – properties for purchase

- Arrange quotes from contractors
- Meet contractors on site to agree scope of works
- Work in progress site visits - assessing progress against plan
- Regular update reporting, including variances in costs / timescales

5. Refurb to Rent Programme

- Research other Scotland and UK Empty Homes initiatives which have adopted either leasing or letting approach for owners, including financing of renovations and compliance works



- Consult with legal advisors to draw up appropriate project and rental agreements with owners and potential landlords
- Attend/ lead owners' meetings where required to progress communal works
- Liaison with HFG and other tenants for planned works
- Negotiate grant awards / other matters with council officers

6. Sharing our practice and lessons learned

- Attend conferences, and webinars as a contributor to promote our approach
- Prepare brief case studies for each empty property developed
- Take part in regular team debriefs, iterating practice to ensure we achieve goals
- Prepare quarterly reporting for the HFG/ Shelter advisory group

Skills and Experience Required

- Commitment to HFG core values and the shared HFG/ Shelter vision for everyone's right to a safe home
- Educated to HND level in business, administration, property industry or other relevant qualification.
- Minimum 3 years hands-on experience in residential property development or estate agency experience as a negotiator
- Strong relationship building skills and stakeholder management
- First class time management and self-organisational skills
- Clear track record of solutions focussed approach achieving results
- Demonstrable excellent customer care skills and positive attitude
- Full, clean driving licence and access to a car for business use
- Experience of basic financial processing, including managing budgets and working with Excel,
- Ability to work alone in a self- directed way, as well as work alongside colleagues as part of a team as directed
- Willingness and ability to respond to fast changing situations and work under time pressure when required
- Ability to complete tasks to a high degree of accuracy within agreed timescales
- Excellent presentation and communication skills with tenants, landlords, colleagues and other contractors and property industry professionals and stakeholders



Application process

Please submit your most recent CV, including contact details for two referees, and a covering letter outlining why you think you are the right person for the job, to joinus@homesforgood.org.uk by no later than 24th May 2021.

Thank you for your interest in joining the Homes for Good team.