

# Resident Questions for Housing Area Panel

Reference: W3.2

<b>Question Title</b>	Voids: improving recycling and reducing waste
<b>Date question raised</b>	15/12/2022
<b>Week of Area Panel</b>	13/2/2023
<b>Area in city</b>	West
<b>Star rating applied by residents</b>	3 stars – city wide
<b>Deadline for officer response</b>	9am on 19 <sup>th</sup> January
<b>Name of officer responding</b>	Chloe McLaughlin
<b>Officer job title</b>	Estates Services Manager

## Resident Question

<b>Issue:</b>	West residents are concerned that there is a lot of waste when properties are refurbished or re-let and would like to see more recycling and reuse.
<b>Background:</b>	Furniture and fittings from properties which are being refurbished or re-let often have a lot of life left in them. It seems very wasteful for these to be thrown away, when people are in great need and would be able to make use of them. It would also be more environmentally sustainable and reduce the amount of landfill.
<b>Action requested:</b>	Ask for a report at the February Area Panel on: <ol style="list-style-type: none"> <li>What is the policy on reuse and recycling from voids/re-lets?</li> <li>Are there specific problems making more re-use and recycling difficult?</li> <li>Is there a way that community organisations and residents could be involved in helping facilitate more reuse and recycling?</li> </ol>

## Officer Response

<b>Officer contact details:</b>	Chloe Mclaughlin
<b>Officer Response:</b>	The Estates Service Team reuse and recycle good quality furniture from void properties. <ol style="list-style-type: none"> <li>We have a policy of reusing and recycling from void properties. This can be to help new tenants moving in or existing tenants. When a property becomes void, the operative will identify at the time of lock change if there is any suitable furniture inside that can be used for Housing’s furniture recycling scheme. This sometimes involves liaising with next of kin.</li> <li>There are no specific problems which make reuse and recycling more difficult. The only issue that the Estates Service Team</li> </ol>

	<p>encounter is receiving more and more requests for furniture. This sometimes means that our stores run low, and tenants need to be placed on a waiting list.</p> <p>c. Community organisations and residents can help by donating their good condition furniture to the Estates Service Team by calling 01273 294769. This has also been promoted in Homing In. Good condition means that furniture needs to not be broken, mattresses should not have any stains on them, and sofas and armchairs need to be clean and have no rips or tears and be fire safety compliant.</p>
<b>Action:</b>	N/A
<b>Start date:</b>	10.01.2023
<b>End date:</b>	Ongoing