

Empty Homes Advice Flowchart

The chart below is intended to walk you through the most common types of advice call to help ensure all relevant details are captured. It is not exhaustive, and every advice case is different so it should be taken as a guide, not a script.

Some calls won't fit these categories. Calls from Scottish Government or senior council members should go to Shaheena, media enquiries should be referred to the media team (Susie and Neil) and if a query comes up that you're unsure about, say you'll do some research into it and get back to them.

