

# Progress volunteer - homes report - 2021/22

**At Progress Housing Group, we are very fortunate to have a number of tenants who volunteer their time to look at empty properties before they are let.**

They tell us what they think about the standard of the property to make sure they meet our lettable standard.

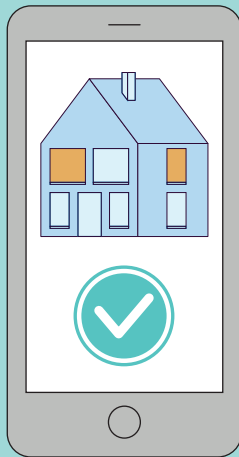
Between April 2021 and March 2022, we introduced a new way of carrying out the property checks, partly due to Covid restrictions and partly due to the speed at which our properties are let. There is not always time to arrange for somebody to visit in person, so we looked at how to conduct the property check virtually using videos and photographs.

Our volunteers thought the new inspection process worked well so we will build on this idea in the future.



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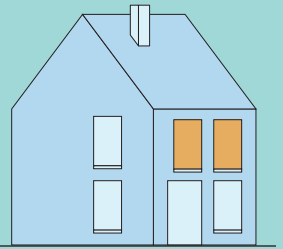
**Number of virtual property checks carried out**



100%

2 properties

**Number of properties which met the lettable standard**



**Here are some of the comments and questions our volunteers made:**



**"Reasonable condition"**

**"Do we recharge tenants if they don't leave the property in a reasonable state?"**



**"Meets lettable standard"**

**"Would be happy to move in"**



**We currently have 11 trained volunteers to carry out empty property checks.**

If you would like to learn more about how you can support your local community by volunteering, please get in touch with the Customer Voice Team at [communities@progressgroup.org.uk](mailto:communities@progressgroup.org.uk) or phone **01772 450669**.