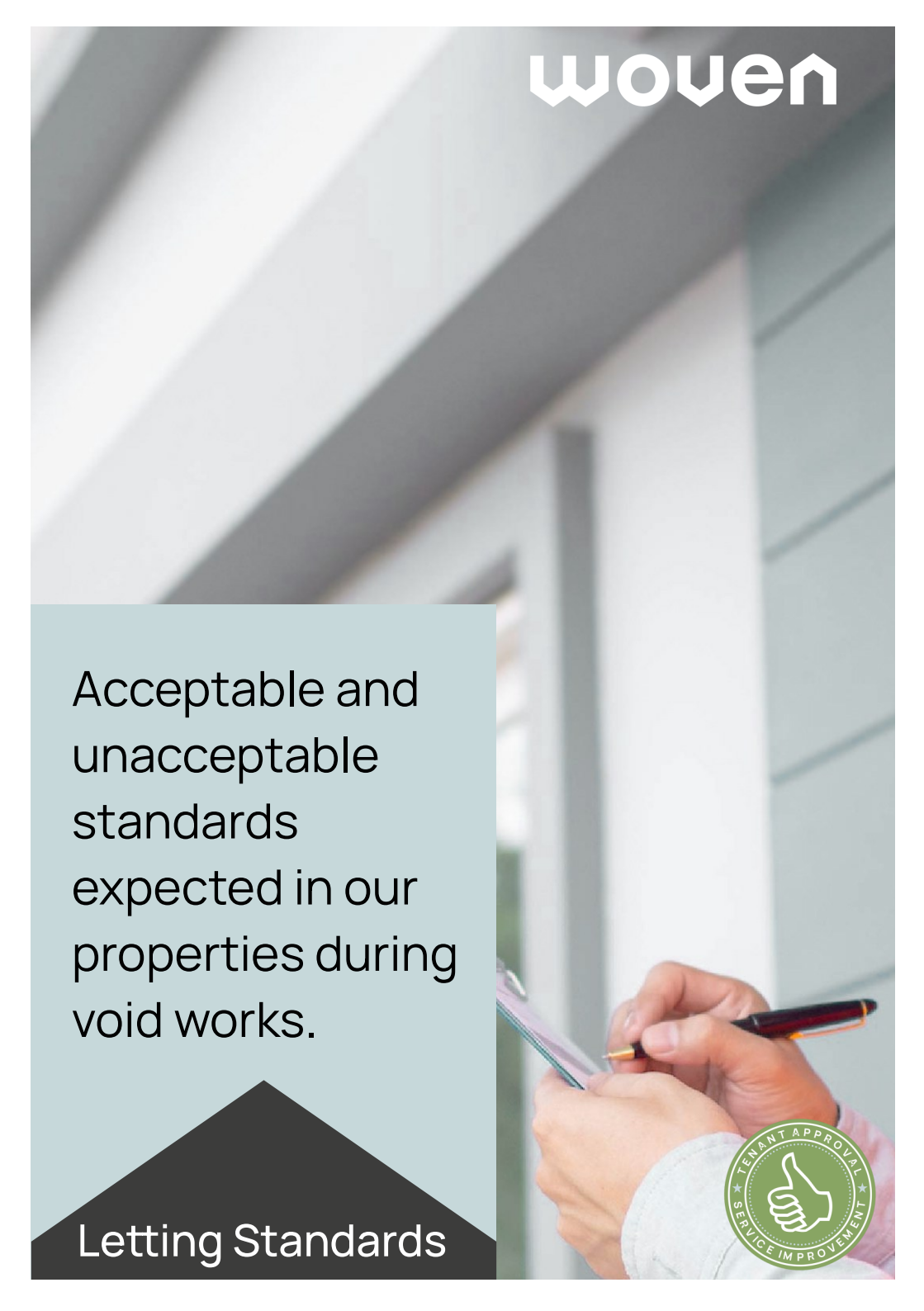




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Acceptable and unacceptable standards expected in our properties during void works.

Letting Standards





This document illustrates what is expected from our Asset Management and Homes and Communities teams during void works.

Asset Management Void KPI (Key Performance Indicator) Targets

COT (Change of Tenancy) completion timeframes are dependent on the level of works and trades required to complete.

COT 1: To be completed within 5 working days.

This entails minimum void requirements eg. H&S Checks/Lock Change.

COT 2: *To be completed within 10 working days.*

This time frame will allow for basic void repairs, to include making the property safe & secure.

COT 3: *To be completed within 15 working days.*

This time frame will permit for additional works to be carried out however allowances need to be made for supplier provisions.

COT Major Work: *Works deemed beyond a 15 day turnaround period.*

Timeframe will be agreed between Client Representative and Contractor. Large insurance works and capital items that require a lead in time eg. Kitchens/Doors and the like will fall into this category.

Pre-inspection before TOT (Termination of Tenancy)

Homes and Communities and Asset Management are required to visit the outgoing tenant as soon as TOT notification is received. This meeting would highlight to the tenant what condition we expect to get the property returned to us. If recharges apply, the tenant needs to be made aware at this point to give them the opportunity to rectify issues themselves before they move out.

Example standards for acceptable/unacceptable conditions

Staircase & Handrails

- The staircase will be safe and securely fixed.
- There will be a handrail the length of staircase.
- Carpet/Carpet grippers removed. If Carpet is deemed acceptable it can remain for the incoming tenant.



Windows & Doors

- Windows and doors will be secure and will open and close.
- We will consider changing locks to external doors.
- We don't provide window locks or keys.
- Broken Glazing and defective units will be repaired or replaced



Kitchen

- There will be cold and hot water supply, with sink and taps in good condition and will not leak or drip.
- There will be a cooker space with either a gas or electric supply, with one electric cooker switch and a working extractor fan.
- There will be space for a fridge/freezer, washing machine or both depending on the size of the kitchen.
- Mobility bungalows or flats will have a kitchen to suit persons with mobility issues. Standard kitchens can only be requested through planned works or if the kitchen is in disrepair at COT maintenance will attempt to accommodate incoming tenant.
- All white goods will be removed. If incoming tenant wishes to keep outgoing tenant belongings they must sign a waiver with housing. Woven will have no responsibility to maintain fixtures and fittings left behind in a property.
- Slip Resistant safety flooring will be provided, condition of current floor can be considered.
- Tiling to be cleaned and grouted, repaired/replaced where necessary.
- Kitchen cupboard doors – Replaced if broken or badly peeling.



Flooring Finishes and Floorboards

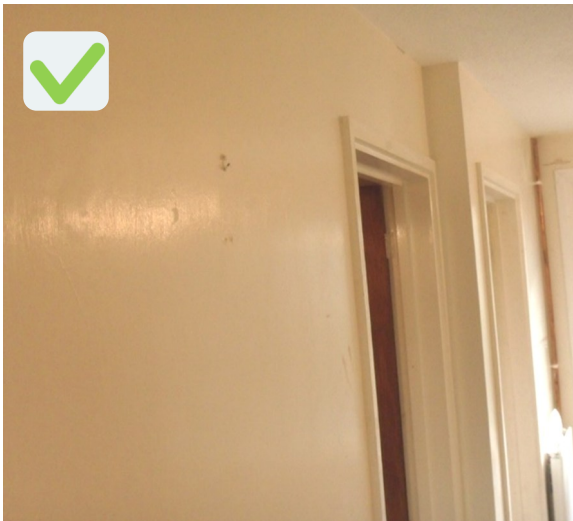
- Floor coverings left behind by a previous tenant can be kept if in good condition and not causing any H&S concern.
- Missing or broken floorboards will be replaced and left even / secure.
- Solid floors will be free from major faults.
- Non slip finishes will be renewed where necessary.

Bathroom and Toilet

- Each property will have a bathroom sink, toilet and bath or shower.
- All taps will be in good condition and will not leak or drip.
- The toilet in working order with no cracks or leaks and securely fixed.
- We will replace toilet seats where necessary. Toilet Flush handle/button will be securely fixed and in functioning order.
- Flooring – Slip resistant vinyl will be provided.
- We will ensure there is a working extractor fan. A fan will be installed where there wasn't one previously.
- Broken tiles will be fixed.
- Working extractor fan provided.

Ceilings and Walls

- Ceilings and walls will be safe and plasterwork will be free from major cracks.
- We will replace broken wall tiles. Tiles that are in good condition will not be changed.
- Walls will be treated for damp and mould if necessary.
- Voids will only be painted if decoration is deemed to be an extremely poor condition.
- Wallpaper will not be removed.
- Redecoration allowance can be provided to the incoming tenant.



Gas Heating

- A gas safety check will be completed at every void and direct exchange.
- Repairs will be made to any broken or leaking radiators.
- Payment of Gas is agreed between the tenant and utility provider.

Oil Heating

- Repairs if necessary will be made to the heating system and oil tank.
- Tank will be secure with no leaks.

Water Supply

- A functioning stopcock will be located in the kitchen or below the sink to shut of the water supply in emergencies.

Energy Performance

- EPC will be undertaken at each void. If an EPC has already been undertaken previously we won't do a second.

Cleaning

- Asset Management can only provide a “builders clean.”
- Items left behind by previous tenant will be skipped and rooms cleared.
- Rooms will be brushed and surfaces wiped down.



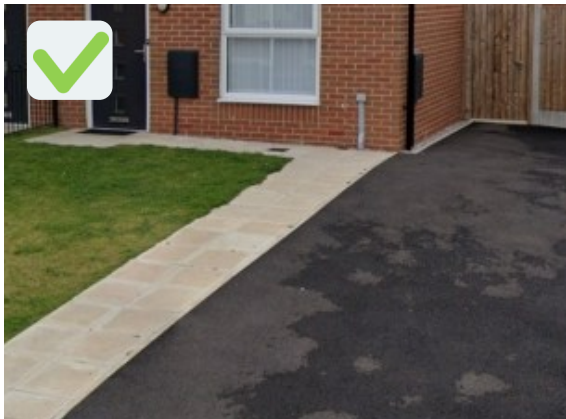
Electricity

- NICEIC (Electrical inspection certificate) will be carried out at each void.
- Sockets, switches and fitting will be left in safe working order.
- Quantity of sockets within a property will be based on the electrical standard at the time the property was built.



External Repairs

- Broken gutters, downpipes and drain covers will be replaced.
- Gutters will be cleaned if required.
- Pathways and paving will be made safe.
- Rubbish will be removed.
- Grass will be cut and left tidy.
- Repairs to broken fences/gates.
- Wheelie Bins will be provided.
- Rotary washing lines can be provided where suitable.



Adaptations

- Assets will not remove previously claimed adaptations from our properties (except stair lifts).
- Assets can undertake non – claimable adaptations at any time during a tenancy i.e. handrails.
- Incoming tenants who require adaptations should liaise with our adaptations & housing officer to investigate whether the adaptation an achievable.

Before we re-let any of our properties we will carry out an inspection to identify any essential repairs.

Do you require this information in an alternative format?



This leaflet can be viewed or 'listened to' on our website in the language of your choice by using the ReachDeck toolbar:

We also work with Language Line to offer an interpreting service, where needed.

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