

Department. Maintenance

Policy Minimum Standard for Re-Let Properties.

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Voids Management Policy and
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Gardens Alterations and
Improvements Policy and Procedures

End of Tenancy Procedures

Raising Standards in Housing.
A Good Practice Guidance Manual

Minimum Standard for Re-Let Properties.

1.0 Introduction

- 1.1 Forth Housing Association has a legal obligation to ensure that its properties are maintained in a tenable and habitable condition. In order to conform to this obligation, the Association will, by means of inspection and repair, ensure each property meets a minimum standard at the commencement of a tenancy.

2.0 Minimum Standard

2.1 Utilities

Electrical	
Safety Check	A Periodic Inspection and Test will be completed.
Pre-Payment Meter	Where a pre-payment meter is in debt, the Association will arrange with the supplier to have the debt cleared to enable the electrical safety check to be completed. Pre-payment meters will be left in place. It will be the responsibility of the incoming tenant to contact the relevant supplier to have the meter reset/or removed.
Smoke Alarm	Each property will be fitted with a hardwired smoke alarm.
Gas	
Safety Check	A CP12 Gas Safety check will be carried out to the property and copy of the Landlord's Gas Safety Record sheet passed to the tenant
Pre-Payment Meter	Where a pre-payment meter is in debt, the Association will arrange with the supplier to have the debt cleared to enable the safety check to be completed. Pre-payment meters will be left in place. It will be the responsibility of the incoming tenant to contact the relevant supplier to have the meter reset/or removed.
Gas Supply Pipe to Cooker	Where a bayonet fitting is in place, this will be removed, and the supply pipe cut and capped, unless Housing Management advise that this is required by the incoming tenant. Should the incoming tenant require to have a gas cooker installed the Association can provide this service. However, the cost of this work will require to be paid for in advance by the tenant.
Water	
	All properties will have a supply of mains cold water and a means of supplying hot water either by a gas fire combination boiler or electric hot water cylinder.
	A visual inspection will be carried out to check sanitary ware, Hot Water Cylinders, and pipe work are watertight.

2.2 Elements

Element	Comment
Medical Adaptations	Where installed by the Association these will remain in place, and be maintained, for the benefit of the incoming Tenant/family member.
Alterations/ Improvements	<p>Any works undertaken without the consent of the Association will be individually assessed.</p> <p>Such work may be removed or made good should this</p> <ul style="list-style-type: none"> • not conform to current regulations, • be unsound, of poor workmanship, or a potential hazard • place an onerous financial responsibility on the Association to maintain it. <p>Where minor alterations/improvements have been carried out without the permission of the Association, e.g. installation of shower, and are of an acceptable standard they may be retained for the benefit of the incoming tenant. However, the Association may not accept responsibility for the maintenance of such work.</p>
General	The property will be visually inspected for signs of wet/dry rot and/or timber decay.
Entrance Doors/ Pass doors will	<p>Be fitted with standard ironmongery</p> <p>Operate and lock freely</p> <p>Be free of holes and dents</p> <p>A minimum of two keys will be provided per lock.</p>
Windows will	<p>Be fitted with standard ironmongery</p> <p>Operate and lock freely</p>
Glazing will be	<p>Free of chips and cracks</p> <p>Securely fixed in place and watertight.</p>
Kitchen Units	<p>To be securely fixed in place</p> <p>To have matching doors and drawer fronts</p> <p>To be free of scores, excessive scratches and burns</p> <p>Doors and drawers to operate freely</p> <p>Worktops will be free of excessive cuts/scores, marks, broken laminate.</p> <p>Where repair/replacement of fitments is required the Association will endeavour to do so on a like-for-like basis. However, where this is not possible due to the age of the units, the Association may fit a similar finish.</p>
Sanitary Ware will	<p>Be watertight and free of cracks which may cause injury or leakage</p> <p>Be in proper working order</p> <p>Have traps securely fixed in place</p> <p>Have plugs and chains in place</p>
Electric Fittings	<p>All socket outlets and light switches to work.</p> <p>To be securely fixed in place.</p> <p>To be free of cracks and holes.</p> <p>Main light fitting to be in position in each room.</p>
Walls and Ceilings	<p>All ceilings will be free of polystyrene tiles.</p> <p>Textured finishes will not protrude more than 3mm from the flat surface.</p> <p>Wall panelling will be securely affixed, in good condition and not covering any electrical wiring or plumbing.</p> <p>All ceramic tiles must be clean, securely affixed in place, free of extensive cracks and chips and appropriately sealed.</p> <p>All surfaces will be to a decorable standard. Any disused pipes, wiring, etc. will be removed and the surface repaired to a decorable standard.</p>
Flooring & Stairs.	<p>Will be visually inspected.</p> <p>Will be structurally sound.</p> <p>Floor tiling will be left in place unless of poor quality/ in disrepair.</p>
Roof, Gutters and Rain Water Pipes	Will be visually inspected to check for water tightness/any required repairs.

2.3 Sundry

The property, attic space, bin store, cellar, Garden shed	Will be cleared of the former tenant's possessions, unless otherwise informed by the Housing Officer, and be clean and tidy.
Decor	Internal decoration is the responsibility of the tenant. The Association will make good any decor damaged as a result of necessary work In exceptional circumstances, e.g. Death, Repossessions, Abandonment, the Association may undertake limited decoration.
Soft furnishings/floor coverings	All soft furnishings and floor coverings; carpet, vinyl/linoleum, laminate flooring, will be removed from the property. However, by mutual agreement, floor coverings and soft furnishings may be left, as agreed between incoming and outgoing tenant. Where this is the case Housing Management will obtain a copy of this agreement. Whilst the Association's staff and contractors will exercise due care and attention when visiting void properties it will not accept liability for any damage, accidental or otherwise, to items left in the property.
Domestic Appliances	All domestic appliances, (unless belonging to the Association); cooker, oven, hob, fridge/freezer, washing machine, tumble drier, etc. will be removed from the property.
Gardens	Will be "taken as seen" by the incoming tenant and thereafter will be their responsibility. Will be cleared of all rubbish and unsound structures. Grass will be neat and tidy. Borders and beds will be free of excessive weeds and plants/shrubs trimmed. Cleared of garden furniture and ornaments unless by mutual agreement of the incoming and outgoing tenant, and the incoming tenant assumes responsibility for these items. Where this is the case Housing Management will obtain a copy of this agreement
Sheds	Where a shed has been erected <u>without the permission</u> of the Association this will be removed and the ground reinstated. However, if the incoming tenant agrees to assume responsibility for the shed retrospective permission may be granted by the Association. Where a shed has been erected <u>with the permission</u> of the Association this will be removed and the ground reinstated unless agreement is reached with the incoming tenant to assume responsibility for the shed. The shed will be cleared of all contents unless by mutual agreement of incoming and out going tenant. Housing Management will obtain a copy of any agreement between incoming and out going tenants concerning the garden shed and its contents.
Satellite Dishes/TV Aerials	Where permission has been granted by the Association these will remain in place for the benefit of the incoming tenant. However, the Association will not accept responsibility for the maintenance of these items. Where these have been erected without the permission of the Association they may remain in place, and retrospective permission granted, should the incoming tenant assume responsibility for these. The Association will not accept responsibility for the maintenance of these items. Housing Management will obtain a copy of any such undertaking by the incoming tenant
Cellars/Attic space	Will be clear of all former tenants' belongings unless by mutual agreement of the incoming and outgoing tenant. Where this is the case Housing Management will obtain a copy of this agreement.
Common Parts	Will be inspected for any necessary repairs and made good.

Appendix 1. Repairs to Void Properties Checklist

Location/Element	Works	Do before Occupation	Do after Occupation
General	Treat damp, wet/dry rot and timber decay	√	
Roof	Make wind and water tight	√	
Gutters and Rainwater pipes	Unblock, clean, clear and make water tight		√
Walls and ceilings	Remove polystyrene tiles	√	
Floors and stairs	Repair split or creaking wooden flooring, stair risers/treads	√	
	Repair defective banister	√	
	Make good uneven flooring	√	
Windows and Doors	Repair defective security locks	√	
	Replace defective door/window furniture	√	
	Replace broken glass	√	
	Replace defective glazing Adjust for ease of opening and closing		√ √
Gas Appliances	CP 12 Gas Safety Check	√	
Electrics	Periodic Inspection and Testing	√	
	Replace/Install hardwired smoke alarm	√	
	Replace battery to smoke alarm	√	
	Replace hazardous fittings Minor electrical repairs	√	√
Plumbing	Check pipe work is water tight Repair/Replace faulty ball valves, taps, supply and waste pipes	√	√
Bathroom	Replace sanitary ware which leaks or may cause injury	√	
	Repair/replace defective taps		√
	Minor sanitary ware repairs Repair/Renew tiling and mastic		√ √
Kitchen	Repair/Renew defective units/worktops		√
	Repair/Renew tiling and mastic		√
	Repair/Renew defective taps		√
External Works	Repair unsafe, paths, steps, handrails, fencing, etc. which present a danger	√	
	Repair unsafe, paths, steps, handrails, fencing, etc.		√
Decoration	Extensive painter work	√	
	Minimum painter work		√
Cleanliness	Treat vermin and insect infestation	√	
	Remove rubbish, floor coverings, furniture, white goods, etc.	√	
	Clean fixtures and fittings	√	

Notes:

This is not an exhaustive list but is a general guide.

The Association will endeavour to complete all repairs to a void property prior to being re-let to minimise any inconvenience to the incoming tenant.