

Cestria Void Letting Standard

1. Aim

The aim of this Letting Standard is to ensure that properties are of a clean and habitable standard when let and meet the needs of the incoming residents.

This standard is defined to provide a consistent approach for the preparation of void properties to a 'ready-to-let condition' and as so can be disclosed to the prospective tenants at both offer and commencement of tenancy. It can also provide the basis for quantifying damage and assessing reasonable repair charges that may become payable by the previous tenant on termination.

2. Health and Safety

Gas

Void Property Procedure

Work Instructions relating to gas works in void properties are as follows:

Immediate instruction to disconnect the installation pipe work from the live gas supply, this is achieved by the insertion of a line disc above the emergency control valve.

Any other work instruction or repairs as necessary i.e. removal/disposal of any gas cooker fitted

A work instruction is to be issued for the day identified as being when the new tenant will take up residence (and the gas and electricity supplies re-established)

This work instruction will be to perform all necessary works to re-commission the gas supply/appliances (including a full gas service)

Following completion of the works the new tenant will be issued with a Landlord's Gas Safety Record. (This satisfies Regulation 36 (6)b of The Gas Safety (Installation and Use) regulations 1998

The incoming tenant will also be instructed on the operation of the heating system.

Electric

Electrical Period Inspection and Testing on all voids in accordance with HSE and NICEIC regulations to be carried out and any consequential works completed.

Non-standard electrical appliances will be disconnected and removed.

Safety check form to be issued by Building Services and a copy of the safety form to be included in tenancy hand over pack.

Smoke Detectors

A minimum of one battery operated smoke detector in a flat or bungalow and two in a house (one at the bottom of the stairs and one at the top).

Where they are fitted, batteries shall be renewed and the smoke detectors shall be in working order.

Solid Fuel Appliances

Appliances will be serviced if current certificate has expired or is due to expire within 6 weeks of the letting date.

Bedroom fireplaces will be removed and the openings blocked up.

Air Vents

Shall be free of obstruction and allow a free passage of air.

3. Internal Structure

General

All possessions of the previous tenant will be removed from the property including any loft space, outbuilding or garden, except where they have been fitted with prior approval of the Association, are in good working order and it is desirable to the incoming tenant that they are retained.

Note: Any costs incurred in removing items left will be recharged to the outgoing tenant.

Where necessary, effectively treat for:

- ✦ Dampness
- ✦ Timber decay
- ✦ Vermin and Insect infestation

Walls

Plasterwork shall be free from major defects and suitable for decoration – minor cracking is the tenant's responsibility.

There shall be no loose plaster.

Ceilings

Shall be free from major defects and suitable for decoration – minor cracking is the tenant's responsibility.

Polystyrene tiles in all rooms shall be removed and plasterwork made good.

Cestria Community Housing will only undertake decoration if the room is heavily water or nicotine stained.

Floors

Floorboards shall be in place and secure with no sign of active woodworm or rot.

Fixed floor coverings shall be in good condition. Missing or broken vinyl tiles shall be replaced and will match existing where possible.

Stairs

Stair treads and risers shall be secure.

Banisters, balustrading and handrails shall be in place and secure.

There shall be no sign of active woodworm or rot.

Doors

External doors shall be capable of being fully closed and locked. New locks will be provided on all tenancy changes.

Two keys provided for each external door lock.

Doors will be:

Free from major defects.

Securely hung.

Freely open and close.

Door furniture in good working order.

Glazing shall be to appropriate British Standard.

Windows

Shall be capable of being fully closed and latched.

Glazing should not be cracked.

Double glazing with a major failure will be replaced.

4. Sanitary Appliances and Plumbing

If major improvement works to bathroom suite are due within the five year plan wherever possible replacement will be deferred until the programmed date. Essential repair will still be carried out.

Baths

Check for defects, if they are chipped or badly stained then metal baths they should be repaired if due to be replaced within the 5 year plan.

Plug and chain shall be in place.

Over bath Showers

Shall be checked for safety and left in working order.

Will be removed if not serviceable or if not tiled to the height of the showerhead.

Wash Hand Basin

Shall be free from cracks. Plug and chain shall be in place.

WC Suite

Shall be clean or cleanable and free from major staining.

Shall be free from cracks.

Flushing mechanism shall be functional.

Seat shall be sound.

Suite shall be secure

Plumbing

Taps shall be in good working order and free from leaks.

Wheel valves to hot water cylinder in working order.

Immersion heater (if fitted) in working order.

All properties will be drained down from the 1st November to the 30th April.

Tiling

All tiling to be sound.

Minimum of two rows around bath.

Grouting to be secure.

5. Kitchens

If major improvement works to the kitchen is due within the 5 year plan wherever possible replacement will be deferred until the programmed date. Essential repair will still be carried out.

Units and Work Surfaces

All existing units shall be cleanable and sound.

Handles and closures shall be secure.

Shall be clean and free from major scoring.

Tiling

All tiling to be sound.

A minimum of one row of tiles to act as splashback.

Grouting to be secure.

6. External Structure

Roof

Shall be weatherproof.

No missing or slipped tiles or slates.

All flashings to be secure and do not allow water ingress.

Guttering and Rainwater Pipes

Should be sound and secure following visual inspection.

Brickwork and Rendering

Shall be sound and free from major defects.

Footpaths, Steps, Ramps and Driveways

Shall be sound and free from tripping hazards in accordance with the Housing Health and Safety Ratings System.

Damp Proof Course

D.P.C. shall operate effectively.

Aids & Adaptations

Where level access showers are fitted and will be utilized by the incoming tenant, they shall be professionally cleaned and new shower curtain to be fitted.

The tray shall be free from defects, shall be sound and secure.

Non-slip flooring shall be sound and free from defects.

7. Cleanliness and Decoration (Note excessive which is not due to fair wear and tear work should be considered for recharge to the outgoing tenant under the Rechargeable Repair Policy)

Cleanliness

The property shall be cleared of all rubbish.

The property will be professionally cleaned internally if required.

Externally, the gardens and hedges will be cut to a reasonable standard.

Decoration

The property will be in reasonable decorative order or, be capable of being readily decorated by the incoming tenant.

There will be no graffiti to walls or woodwork.

Where necessary incoming tenants will be offered a decorating voucher.

Cestria Community Housing will only undertake decoration if the room is heavily water or nicotine stained.

Note: Repairs which are minor in nature, or which when carried out may be at risk of damage prior to occupation of the property, will be completed upon occupation of the property.