



Cloch Housing Association

Empty Home (Void) Management

Policy Name	Empty Home (Void) Management
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Equalities Impact Assessment Required	
Link to other policies	Tenant's Handbook, Estate Management, Death of a Tenant, Allocations, Legal Action & Eviction, Repairs, Rechargeable Repairs, Abandonment Policy & Procedure
Consultation	Tenants & other Service Users
Need for Procedure	Yes

INTRODUCTION

- 1.1 This document outlines Cloch Housing Association's policy in relation to the management of empty properties (voids).
- 1.2 Cloch adopts the definition of a void property as **“a dwelling which is on the rent account, but for which there is no current tenancy”**.
- 1.3 The association recognises that there are different ways in which a property can become void and defines them as follows:
 - Formal Termination – The tenant is required to give 28 days' written notice in terms of their tenancy agreement of their intention to leave the property
 - Death of Tenant – Where Cloch are notified of the death of a tenant and there is no successor.
 - Abandonment – Where Cloch issues a legal notice to a tenant who has vacated the property without notice.
 - Eviction – Where Cloch completes court action to evict a tenant.
 - Transfers – Where the tenant is re-housed by Cloch
 - Development Voids – Where a new property is handed over to Cloch as complete and is untenanted.
 - Decants – Where a tenant must be moved, usually temporarily, from their property for the purposes of refurbishment or because of the property becoming uninhabitable, e.g. fire, flood.
- 1.4 The purpose of this policy is to outline how Cloch Housing Association will provide an efficient and customer driven void process.

2 AIMS AND OBJECTIVES

- 2.1 The association will ensure that a void property is re-let as soon as possible to:
 - Minimise rental loss
 - Prevent further deterioration of a property through being unoccupied
 - Reduce the possibility of vandalism and theft
- 2.2 This Void Management Policy is to be read in conjunction with the Void Management Procedure and will be implemented by both the Housing Services and Property Services sections.

2.3 The association has identified the following general aims and objectives in relation to the management of empty properties: -

- To minimise the loss of rental income by re-letting properties as soon as the notification of an end of tenancy is received.
- To maximise the opportunity to meet housing needs by allocating properties efficiently.
- To minimise the repair expenditure whilst not deterring acceptances.
- To maximise the empty house period to undertake planned improvements.
- To minimise the number of offers made before a property is let.
- To provide committee with the necessary information that assists them to effectively monitor void performance.
- To continually improve the service through recording staff and tenant's views.
- To ensure accommodation offered is to the standard specified in the lettable standard and complies with all Health & Safety requirements.

2.4 The association will seek to minimise the time that a property is void, recognising that an empty property represents: -

- Lost rental income to the association
- An opportunity to alleviate an applicant's housing need
- A negative image for the area – in particular for immediate neighbours
- A target for vandalism resulting in increased costs and safety concerns from the neighbours
- The danger for a deterioration in its condition thus resulting in increased repair costs.

2.5 The association will involve tenants in void management by;

- Giving tenants information about the void procedure in the Tenants Handbook;
- Ensuring that tenants are fully aware of their tenancy obligations in relation to giving notice of ending their tenancy and the condition in which the property must be left.
- Encouraging tenants to report abandoned properties by placing articles in both the handbook and newsletters;
- Raising tenants' awareness about the costs incurred because of leaving properties in poor condition and encouraging tenants to remove all items from the property and leave it in a clean and tidy condition
- Ensuring all New Tenants receive a New Tenant Satisfaction Questionnaire to identify gaps in either the void management or the allocation process. The results of this are analysed and reported to the Housing and Property Services Sub Committee at regular intervals.

3. LEGAL BACKGROUND AND COMPLIANCE

3.1 The management of voids is undertaken to ensure the association lets its housing stock in a condition which meets the legal obligations under the relevant legislation such as the Housing (Scotland) Act 2001 which incorporates relevant repairing and tenancy related obligations. In addition, Health & Safety legislation is recognised for electrical and gas safety checks which are legally required.

3.2 This policy takes account of current good practice and to the Scottish Government Social Housing Charter outcomes 4, 11 and 13 which state that: -

Outcome 4 –Quality of housing “Tenants homes as a minimum, meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when allocated, are always clean, tidy and in a good state of repair”

Outcome 11: Tenancy sustainment “*tenants get the information they need on how to access support options to help them to remain in their home and can get suitable support including services provided directly by the landlord and by other organisations.*”

Outcome 13 – Value for money “Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay”

3.3 The terms of the Scottish Secure Tenancy Agreement and the Short Scottish Secure Tenancy Agreement that are specific to the implementation of the Void Policy are found in Section 6 entitled “Ending the Tenancy”. Cloch’s staff will ensure that these terms are explained to tenants during the Sign-Up Process. Where a tenant expresses their wish to move on or transfer they will be given clear guidelines on their termination responsibilities.

4. RISK MANAGEMENT

- 4.1 By having a detailed Void Management Policy & Procedure the association minimises risks associated with this area of work. These documents highlight who has responsibility for the different stages in the Void Procedure and ensures that potentially hazardous elements such as gas and electricity are checked by registered tradesmen prior to letting a void property to a new tenant.
- 4.2 In addition, the risk of not having such a policy and procedure in place is that properties will be let outwith the scope of legislation and the lettable standard which Cloch adopts. Should the Association fail to do this it puts our tenants and the organisation at risk both from a safety/physical perspective and a potential financial risk through penalties etc.
- 4.3 The risk of not adhering to this Policy & Procedure would result in delays in properties being relet, or properties becoming less desirable due to lower standards, all resulting in void loss which has a financial impact on the association.

5 PROCEDURES

- 5.1 The association has a detailed Void Management Procedure which is used to implement the policy. The procedure describes the processes involved from termination of a tenancy through to the allocation and letting of the property to a new tenant.

6 TERMINATION OF TENANCY

- 6.1 The void management process will start when a completed Notice of Termination of Tenancy or letter has been received. Notice must be in writing or made via the association's tenant portal, MyCloch. We will not accept verbal notice in person, by phone or notice by email.
- 6.2 A minimum of 28 days written notice must be given in accordance with the Tenancy Agreement.
- 6.3 Where less than 28 days written notice is provided, the association will take the termination date as being 28 days from when notice is received, unless the property can be reallocated before this time, thus minimising rent arrears.
- 6.4 Properties can be recovered due to a tenant abandoning their tenancy, in such cases reference should be made to the Abandonment Policy & Procedure – **Policy 040** - which should be implemented in conjunction with this policy.
- 6.5 Properties can be recovered due to the tenant being evicted, in such cases reference should be made to the Legal Action & Eviction Policy & Procedure – **Policy 027** - which should be implemented in conjunction with this policy.
- 6.6 Tenancies can end on the death of a tenant, in such cases reference should be made to the Death of a Tenant Policy – **Policy 041** - which should be implemented in conjunction with this policy.
- 6.7 Outgoing tenants will always be required to provide ongoing contact details if the association requires getting in touch after keys are handed in
- 6.8 The process to reallocate a property begins as soon as termination notification is received. In certain circumstances, with agreement of the outgoing tenant, repairs may be completed or accompanied viewings with prospective tenants may take place during the notice period

7. PRE-TERMINATION INSPECTIONS AND KEY ISSUES

- 7.1 A pre-termination inspection will be arranged on receipt of the termination notice. The association is entitled as the landlord to gain access to the property to carry out the inspection. The purpose of the inspection is to check the condition of the property and inform the outgoing tenant of what they need to do before they leave. This will allow the Association's Staff to impress upon the tenant the need to leave the dwelling clean and free of rubbish, and to discuss the payment of any outstanding rent, rechargeable repairs or other debt. In addition, any repairs which are the association's responsibility will be raised on the date of inspection.
- 7.2 Tenants are required to make good any damage to the property that is due to misuse, alterations made or neglect, even if this is not visible and discussed at the pre-termination visit. Following the inspection, the tenant will be advised in writing of the work that requires to be done. Where this work is not completed at the time of termination the tenant will be recharged the costs.
- 7.3 The outgoing tenant must return 2 full sets of keys (i.e. 2 sets of house keys, 2 controlled entry keys/fobs etc.), otherwise the tenant will be recharged the costs of changing the locks to the property. Keys must be returned to the Association by 12 Noon on the day of termination otherwise the termination date will be changed to the next working day. In cases when keys are returned after the proposed date of termination this will result in the outgoing tenant being charged rent up to this date. The date the keys are returned will become the final termination date.
- 7.4 In the event of keys not being received by the due date, Housing Services Staff will pursue them as soon as possible. Staff should liaise with the Senior Housing Officer as to whether to pursue the outgoing tenant or to commence the Abandoned House Procedure.
- 7.5 If keys are returned with no termination form, they will be passed to Housing Services Staff to pursue the outgoing tenant for a signed Termination of Tenancy Form, otherwise the Abandoned House Procedure will commence.
- 7.6 In cases when keys are returned due to the death of a tenant, contact should be made with the next of kin or nearest relative and a death certificate sought. (For more detail see Death of a Tenant Policy - Policy 041)

7.6.1 When the association is notified of the death of a tenant, Housing Services staff will pursue the next of kin or nearest relative for both keys and a copy of the death certificate.

7.6.2 In such cases, a period, usually up to 2 weeks, should be allowed for the house to be cleared. The association recognise the difficulties and sensitivities associated with clearing the belongings of a deceased person; therefore, the Senior Housing Officer has discretion to extend this period.

8. PRE-ALLOCATIONS

8.1 To minimise any void loss, the association will pre-select an applicant for the void property as soon as possible after the notice has been received.

8.2 All transfer applicants will be visited prior to an offer being made. The purpose of this visit is to ensure that the property is to an acceptable standard to allow the offer to be made and if required advise tenant of necessary work to be done to allow offer to proceed.

9. VOID INSPECTION AND SECURITY

9.1 Once the Property Services Section receives keys to a void property, the appropriate paperwork will be completed by the Maintenance Assistant and issued to the Property Services Officer to carry out the house inspection. The inspection will be completed, and the works orders issued to the contractor by close of business the following working day of the keys being received. In cases where the void cannot be inspected due to the poor internal condition of the property the timescale will potentially extend the target date by up to a maximum of 48 hours.

9.2 The repairs required to the empty properties will be assessed against the association's "Minimum Lettable Standard" ([Appendix 1](#)).

9.3 Some repairs may not need to be carried out prior to the house being allocated and can be completed once the new tenant is in place. However, in all cases an electrical and gas safety check is required. Property Services will advise the Housing Services team in writing of repairs of this nature in order that all prospective tenants can be advised of outstanding repairs.

- 9.4 All voids are post-inspected by Property Services staff, this will normally be the Property Services Officer. No prospective tenant should sign up for a new tenancy unless the property has been checked and passed as lettable by the appropriate staff. A copy of the Energy Performance Certificate will be left in the property for the new tenant.
- 9.5 Where required appropriate security measures will be taken to protect void properties against vandalism. The association will endeavour to have security fitted the same day the keys are received. If tenants are unable to hand in their keys before 12 Noon on their tenancy end date, they will be asked to contact the office prior to handing in the keys, so that security can be ordered for later that day.
- 9.6 As a general rule, all ground-floor properties will require security in areas where there have been previous issues with vandalism, but Housing Services staff will be consulted as to whether security should be fitted in all vacant properties.
- 9.7 Security should be removed from the property, where it remains unoccupied, within 1 week of the tenancy start date – any deviation from this will be at the discretion of the Senior Housing Officer or Housing Services Manager.
- 9.8 Cloch aim to carry out all repair work within a maximum timescale of 7 calendar days, unless major repairs have been identified or the association is taking the opportunity to complete planned works whilst the property is void. The Property Services Officer will post inspect the quality of work carried out in void properties in every instance to ensure the quality of workmanship is acceptable to the association.
- 9.9 We will ensure copies of gas, electric and energy performance certificates are available to issue to new tenants
- 9.10 During the void period, Property Services staff will be responsible for ensuring that weekly visual inspections of the exterior of the property take place. Any security, which has been tampered with or vandalised will be rectified immediately.

10. MINIMUM LETTABLE STANDARD

- 10.1 The association has set a minimum re-lettable standard ([Appendix 1](#)). This standard goes beyond statutory gas inspections, provision of energy performance certificate, an electrical check and lock change. It provides clarity as to what will be done before the new tenant moves in. Tenants will be advised of our standard at the accompanied viewing stage.

11. DECORATION ALLOWANCES

- 11.1 Properties which are proving difficult to let because of poor decoration may be awarded a decoration allowance.

- 11.2 The Housing Services staff member and/or Property Services Officer will make this request to the Senior Housing Officer/Housing Services Manager who will be responsible for authorisation. The allowance will consist of shopping vouchers or a gift card and will be £35 per room. It will not always be the case that every room requires major redecoration, and the number of rooms should be stated in the initial request.

12 PLANNED MAINTENANCE AND UPGRADING

- 12.1 Properties scheduled for planned maintenance or upgrading are identified in the annual programme. To keep disruption to existing tenants to a minimum, works will be carried out if a property becomes vacant wherever this is possible and practical within the agreed programme.

12.2 Property Services Officers will liaise with the Property Services Manager when an applicable property is due to become vacant and thereafter it will become the responsibility of the Property Services Team to ensure that works proceeds as quickly as possible to keep the void period to a minimum.

12.3 All upgrading works undertaken in the void period will be carried out in accordance with the Associations' Planned Maintenance Programme and Procedures.

13 MUTUAL EXCHANGES

13.1 Tenants will be required to accept properties in their current condition at the time the mutual exchange is approved and in accordance with the Mutual Exchange Policy (Policy 029), excluding any responsibilities which fall under the association's remit as detailed in the Tenancy Agreement such as gas and electrical safety checks. Prior to agreeing whether a Mutual Exchange will proceed, Cloch's properties will be inspected by Housing Services staff and the Property Services Officer. No void period or rent loss will occur through a Mutual Exchange.

13.2 The association will carry out gas and electrical safety checks for mutual exchanges. This will be carried out on the day the mutual exchange has been proposed to take place.

13.3 A mutual exchange will be refused if a tenant has failed to rectify unauthorised alterations or damage to a property caused by misuse or neglect. Refer to our Mutual Exchange Policy.

14. ALLOCATIONS PROCESS

- 14.1 The association's Allocations Policy (**Policy 028**) details how the association will allocate its void properties. New tenants will be liable for rental payments from their date of entry and the property will be habitable from that date.
- 14.2 The allocation process will begin as soon as notice is handed in (depending on condition or work required to the property); to allow the new tenancy to commence as soon as possible after the property has been returned to a lettable condition. Where the property is in poor condition or requires major repair work it may be appropriate not to begin the lettings process until the property has been vacated and the Property Services Section have issued repair works orders. In most cases, staff should select an applicant for the property but not carry out the accompanied viewing until repair works are nearing completion.
- 14.3 The association has developed an online process for completing the offer and sign-up/on-boarding process for new tenants. The My New Home process will be used where appropriate for new tenants to review relevant information and complete documentation prior to being issued with keys.

15. ACCOMPANIED VIEWINGS

- 15.1 Once an applicant has pre-accepted a property an accompanied viewing should be immediately arranged. If the house is still occupied, the existing tenant should be contacted to arrange a suitable time for a viewing. Keys will not be issued to prospective tenants until a tenancy agreement has been completed.
- 15.2 As the accompanied viewing is the initial contact with a prospective new tenant, it is vital that the applicant receives quality information and advice. This is important, so the applicant has the information to make an informed decision. The applicant must be fully aware of their rights and responsibilities. This is the initial stage in developing a positive relationship between the association and the new tenant.

16. SIGNING OF TENANCY AGREEMENT

- 16.1 Once the date of entry has been established, the new tenant will sign their tenancy agreement on that date, this may be completed using the 'My New Home' process during the accompanied viewing or in person at the office.
- 16.2 A checklist has been developed to ensure that staff provides the new tenant with all necessary advice, information and support. The aim is to ensure the tenant has the information and support to have a successful tenancy.
- 16.3 Once the tenancy is signed the association will follow up this process with an email or letter to welcome the tenant to their new home. This will provide further information on becoming a Cloch tenant including how to report repairs, pay their rent and how to sign up for Cloch's self-service portal, MyCloch.

17. NEW TENANT VISIT

- 17.1 All new tenants will be visited within 8 weeks of their tenancy starting. The purpose is to make sure they have moved into the property and identify any tenancy/support issues.

18. NEW TENANT SURVEY

- 18.1 All new tenants will be asked within 8 weeks after commencement of tenancy to complete a new tenant satisfaction survey. The purpose is to analyse all aspects of the allocation and void process.

19. DIFFICULT TO LET PROPERTIES

19.1 There are several outside factors that can influence the length of time which a property remains void. Difficulties that can arise in relation to voids include:

- high turnover
- difficult to let areas
- difficult to let properties

19.2 These problems may result from:

- lack of demand/need (for area, property type, property size, property condition)
- lengthy repair periods (if contractors having to order goods etc.)
- vandalism

19.3 Should the association believe that these difficulties are a cause for concern in void management several methods can be adopted towards addressing these problems.

19.4 Some of these methods are set out in the association's Estate Management Policy and include the option of developing an Estate Action Plan with residents.

19.5 The Estate Action Plan will cover a range of issues and problems affecting a particular area and endeavours to address these problems through joint action with residents and relevant agencies (such as the Police, ASiST, Social Work, Environmental Services Department, etc.)

20. THE RIGHT TO COMPENSATION FOR IMPROVEMENTS

20.1 The association recognises that some outgoing tenants may have the right to receive compensation for certain improvement works that have been carried out during their tenancy and an information leaflet is available to provide guidance on this matter.

21 CONSULTATION

21.1 In reviewing Void Management, feedback will be obtained from tenants and staff, and used to improve service delivery by:

- Obtaining feedback on new tenants' satisfaction with the property and the void service through the New Tenant Visit.
- monitoring comments and complaints from tenants and applicants

22. PERFORMANCE MANAGEMENT

22.1 Day to day performance in all aspects of void management is monitored using the association's housing management software. This is an efficient and effective monitoring tool and allows for good joined up working between the sections and facilitates an overview of performance across all the areas associated with void management.

22.2 Computer records will be maintained up to date to show details of our inspections, findings, outcomes and all other associated void management work.

22.3 The association sets performance targets and priorities for all activities associated with empty properties e.g. target times for inspecting vacated dwellings and for carrying out repairs. External contractors involved in the void procedure will also be set targets and standards in terms of safety checks and repair timescales.

22.4 Below is a summary of the key performance measurements set by the association:

- Void loss is reported quarterly to the Housing and Property Services Sub-Committee. This should be stated as a % of the Monthly Debit and cumulatively as a % of the cumulative annual debit. As at 2021/2022 the target is 0.65% and this is reviewed annually by the Leadership Team.
- The days taken to let voids are reported regularly to the Housing and Property Services Sub-Committee with average number of calendar days highlighted against targets set. As at 2021/2022 the target is 25 calendar days and our average letting period is measured against this. This is reviewed annually by the Leadership Team.

- Void repair work will be completed in either 24 hours, 3 or 7 calendar days. Once keys have been received, the association have until the close of business the next working day to inspect the void property and issue works to the contractor. The post inspection will be carried out, usually by the Property Services Officer, on the same day the work is complete, this inspection may be carried out jointly with the contractor. The performance in meeting these void repair targets is reported regularly to the Housing and Property Services Sub Committee.

22.5 The association will publish its performance on void management against key performance indicators through its Annual Report / Newsletters.

23. APPEALS AND COMPLAINTS

23.1 Appeals or complaints against our operation of this policy will be processed through the association's complaints handling procedure, which is available at the associations office or on our website.

24. TRAINING

24.1 Prior to the implementation of this policy, training will be provided to all relevant staff. Ongoing training requirements will also be regularly reviewed.

25. EQUALITIES COMMITMENT

25.1 Cloch Housing Association Ltd is committed to tackling discrimination on the grounds of sex or marital status, racial grounds, or grounds of disability, age, sexual orientation, language, social origin, or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.

25.2 Cloch seeks to embrace diversity, promote equal opportunities for all and eliminate any unlawful discrimination in all areas of our work.

26. POLICY REVIEW

26.1 This policy will be reviewed every three years, unless amendment is prompted by a change in legislation, operational requirements or customer feedback. The Policy will be reviewed in consultation with tenants and staff.

27 POLICY AVAILABILITY

- 27.1 This document can also be provided in large print, braille, audio or other non-written format and in a variety of languages, on request.

APPENDICES

Appendix 1 – Cloch HA Minimum Lettable Standard



Cloch Housing Association Ltd

MINIMUM LETTABLE STANDARD FOR VOID HOUSES

- 1.0 A minimum letting standard identifies repairs, works, and associated legislative safety checks that should be identified and carried out as part of the Void Procedure implemented by the Association to class the property as “ready to let”.
- 2.0 The letting standard also aims to provide a consistent approach to ensuring the quality of void properties returned as “ready to let”, whilst also taking into consideration value for money and also meeting expected void re-let targets.
- 3.0 **Clear Out/Clean:**
 - 3.1 Properties should be cleared of furniture and other items belonging to previous tenants. Carpets and blinds may have been left by the previous tenant, where this is the case, the carpets will have been cleaned. Should the new tenant not wish to keep these carpets they are responsible for uplift and disposal.
 - 3.2 A “needle sweep” should be instructed to an appropriate contractor if required.
 - 3.3 The property should be free from dirt and dust. General cleaning will consist of the following:

3.3.1 General:

Wash down all woodwork, window frames and radiators as required.

3.3.2 Kitchen:

Wash down all work surfaces, unit doors, sinks & taps.

Clear out and wash all drawers and internals of wall & base units and tops of wall units.

Sweep & mop floor with disinfectant.

3.3.3 Bathroom:

Wash down all sanitary ware (and shower where applicable).

Wash down all tiles.

Sweep & mop floor with disinfectant.

3.3.4 Living room / Dining area / Bedrooms:

Sweep & mop all floors with disinfectant

4.0 Central Heating:

4.1 All houses have been provided with central heating.

4.2 Gas central heating boilers will have a gas safety check carried out and a copy of the inspection certificate issued to the new tenant. Any remedial works will be agreed between the contractor and the Association.

5.0 Electrical Installation:

5.1 The electrical installation will be checked and a copy of the certificate of inspection issued to the new tenant. Any remedial works will be agreed between the contractor and the Association.

5.2 Where non-standard fittings are noted such as lights, switches / sockets, these should be removed if indicating comment on the electrical inspection certificate.

5.3 Light fittings such as spotlights / wall lights should only be left if they pass the electrical inspection. Thereafter if the new tenant wishes to keep them then they will become their future responsibility. If not, they should be removed.

6.0 Cookers and White Goods:

- 6.1 Where the Association has provided an electric cooker and other white goods they will be checked to see that they have been PAT tested and are working correctly otherwise they will be removed/recycled.

7.0 CO Detector:

- 7.1 In houses with individual gas boilers, the Association will have fitted a carbon monoxide detector which will be checked as part of the gas safety check.

8.0 Smoke Alarm/Heat Detector LD2 System:

- 8.1 Smoke and Heat detectors will have been fitted in all houses and will be checked to ensure that it is operating correctly; and further tested if parts of a fire alarm or warden call system.

9.0 Warden Call/Door entry:

- 9.1 Where the Association has fitted a warden call system (consisting of a speech unit and/or pull-cords, and/or a door entry system); these systems will be tested to ensure that they are operating correctly.

10.0 Windows:

- 10.1 All windows will be checked to ensure that they are fully operational and safe to use. Window keys will be available where locks are fitted.

11.0 Doors:

- 11.1 New tenants should be provided with two sets of keys for all entrance doors including where applicable front and rear doors to the property and / or close entrance. If only one set of keys are provided by the outgoing tenant, the lock(s) should be changed and the former tenant re-charged.
- 11.2 Where fobs are required for secure close entry doors, the new tenant should also be provided with two fobs.
- 11.3 Entrance doors to properties will be checked to ensure they have secure locks, door-closers (where applicable), and all ironmongery and fittings are secure.
- 11.4 All external doors should be wind and watertight.
- 11.5 Internal doors classified as fire doors will be fitted with door-closers and checked to ensure all fire and smoke proofing methods are to standard.
- 11.6 Bathroom doors will have a locking device.
- 11.7 All doors will be checked to ensure proper closing action and secure ironmongery.
- 11.8 Damaged doors should be repaired; where they are irreparable they will be replaced.
- 11.9 Doors opening to the outside will be wind and watertight.

12.0 Kitchen:

- 12.1 Kitchen units will be checked to ensure that doors and drawers are operating properly. Worktops will be checked to make sure that they are adequately sealed and free from serious disrepair.
- 12.2 Any units or worktops considered to be damaged and beyond economic repair will be replaced.
- 12.3 Taps / waste will be checked to ensure that they are in correct working order.

Slip resistant flooring, where fitted by the Association, will be checked and replaced if badly damaged.

13.0 Bathroom/Shower Room:

- 13.1 Sanitary ware will be inspected.
- 13.2 Any items damaged or beyond repair will be replaced.
- 13.3 Grab rails will be checked to ensure that they are secure to use.
- 13.4 Where a shower is noted it will be checked to ensure that it is correctly installed, in good operation and all associated tiling or wall boards and rails are in working order. This also includes the electrical installation. Any shower poorly installed and failing the electrical inspection should be replaced.
- 13.5 Any badly damaged tiling in the bathroom likely to cause water ingress should be attended to.
- 13.6 Slip-resistant flooring, where fitted, will be checked, and replaced if damaged.

14.0 Woodwork:

- 14.1 Uneven flooring likely to cause a trip hazard or make carpet-laying difficult will be repaired/replaced or overlaid with plywood in the worst case.
- 14.2 Particularly squeaky floors will be re-secured where possible.
- 14.3 Other items of woodwork, such as skirting and door facings, will be renewed if missing or badly damaged.

15.0 Decoration:

- 15.1 The tenant is responsible for the decoration within the house
- 15.2 If the Association considers that the decoration is in a poor condition and likely to deter potential tenants, then all or parts of the house will be decorated as required.
- 15.3 All graffiti should be instructed for removal as part of the void works.

16.0 Communal Facilities & Services:

- 16.1 The Association will manage, regularly inspect and service, and maintain these facilities as part of the estate management programme to ensure that they remain safe and suitable for their uses.

17.0 External Areas:

- 17.1 Garden areas, paths, drying greens, parking areas, and any other external grounds within the boundaries of the Association's property will be inspected and maintained on a regular basis to ensure that they are safe and suitable for their uses.
- 17.2 Where gardens are severely overgrown or in need of attention grass and hedges should be cut, paths weeded, items and litter removed

18.0 General Standard:

- 18.1 The Association aims to maintain a generally high standard of housing and will therefore respond positively to requests for repairs that are considered appropriate and reasonable.
- 18.2 In schemes where houses are considered potentially difficult to let, additional works may be carried out to void houses with a view to making them more let table.
- 18.3 Requests for major repairs or improvements within any void house will need to be considered in conjunction with the Association's programme of replacement and upgrading of building components which is drawn up and implemented annually across the housing stock and which takes account of maintenance requirements, changing needs, and the life cycle of components.
- 18.4 All non-standard items agreed by the new tenant as their responsibility (i.e. showers, light fitting etc) should also have a note put on SDM to ensure that no repairs are instructed.
- 18.5 A post inspection must also be carried out by the Property Services Officer to ensure that all repairs are complete to the required quality, that value for money has been achieved, and that the completed gas and electric certificates have been received and the systems are safe and fully operational prior to presenting the property back to Housing Services as "Ready to Let"