

Minimum Lettings Standard

The standards set out below are the minimum standards that we will meet when letting rented properties. These standards have been agreed in consultation with residents and apply to the property itself and not the communal areas.

All our properties will meet the Decent Homes Standard, a nationally recognised standard that all social housing properties must reach. Many properties will exceed these standards.

Gas Safety

We will carry out a gas safety check, and a copy of the gas safety certificate will be issued in the sign up pack (known as a Landlords CP12 certificate). We will also make sure that the current gas service is up to date. Gas fires, fireplaces and hearths will be replaced with radiators or night storage heaters unless a gas fire or coal fire forms part of integrated heating system. Any future gas installation by the tenant, including cooker connections, must be carried out by a Gas Safe certified installer.

Electrical works

We will carry out an electric safety inspection (the National Inspection Council for Electrical Installation Contracting - Periodic inspection report) and replace any damaged fittings.

We will fit mains powered optical smoke detectors in all properties, replacing any battery operated smoke detectors, and conceal any new wiring where practical.

In Sheltered accommodation we will consider a smoke detector linked to an alarm monitoring system.

Cleanliness

The property will be left in a clean and hygienic condition. This will include cleaning the kitchen sink, kitchen units & worktops, cleaning all toilets, baths and wash hand basins to remove lime scale and dirt. We will also replace w/c seats, if required.

Rubbish

We will clear any rubbish left in the property. This will include any items left in the loft, garden and outbuildings.

Security

All windows and doors will be secure and in good working order. All external door locks will be changed. This does not apply to Sheltered Schemes or Partnership & Agents Properties, unless specifically instructed.

We will provide a minimum of 1 key per window if the windows are lockable.

Window Restrictors

Mila enhanced window restrictors will be fitted to all first floor windows and above. In situations when the Mila enhanced window restrictor cannot be fitted due to the window profile we will fit Wink Haus safety catch restrictors.

Fire Risk Assessment (FRA Works)

A Fire Risk Assessment will be carried out by the Service Manager and any deficiencies identified at the property will be remedied to reduce or eliminate the risk of fire and comply with fire safety legislation and Building Regulations.

Internal Doors

All internal doors will be in a sound and useable condition, however an exact cosmetic match cannot be guaranteed.

Flooring & Stairs

We will secure any loose floorboards and stair treads, and fill any large gaps. We'll replace missing flooring (cosmetic matching cannot be guaranteed) banisters and handrails.

In kitchens, bathrooms and toilets we will fit slip resistant flooring if the existing flooring cannot reasonably be repaired.

Wall Tiles

Damaged and missing wall tiles will be replaced, however an exact match cannot be guaranteed. It is acceptable to have a natural break in tiling between new and old tiles.

Grouting will be in a clean condition and all sealant throughout the property will be free from mould.

Decoration

We will leave the property in a condition ready for decoration. This will include the property being free from mould growth, and removing any graffiti and polystyrene ceiling tiles or coving. Defective plasterwork will be repaired or replaced as required. Wallpaper that is in poor condition will be removed, and any damaged plasterwork repaired, leaving walls ready for decoration.

A decoration allowance may be issued for rooms requiring redecoration. This will either be a B&Q voucher or Dulux Decoration pack.

Sheltered Accommodation and Supported Housing (including Independent Living and Partnership & Agents properties) will be decorated if required. In exceptional cases other properties may be decorated as requested by an Area Housing Manager.

Pipe work, Taps & Stopcocks

We will check all pipe work for leaks and ensure that all drains are free flowing. The stopcock(s) will be labelled and checked to ensure they are in good working order, and we will ensure all taps work correctly.

Kitchen Units

Every kitchen will have a sink unit and a minimum of 1 double base unit and 1 double wall unit. There will be a minimum of 1.2 linear metres of worktop space available.

Any replacement kitchen installed will meet the current Decent Homes Standard.

All doors and drawers will be in a good working order. Worktops will be in a useable and hygienic condition. Cosmetic matching of kitchen worktops, units, drawers and door fronts cannot be guaranteed, however as close a match as practical will be provided.

Washing Machines

We will make sure there is plumbing and an electrical supply for a washing machine, unless there are shared washing facilities.

Gardens

Gardens will be tidy and not over grown. We will repair, relay or remove any paths and paving slabs which are not level or are damaged.

All potentially unsafe structures such as greenhouses or dilapidated sheds will be removed. Ponds will be filled in.

All water butts provided will have a secure lid.

We will repair or replace damaged boundary fencing when it becomes either a security or health and safety issue. However replacement of fencing may be carried out after the tenancy begins.

All rubbish and debris will be removed.

Wheelie Bins

If wheelie bins are used in the area, and the bin is missing, the Neighbourhood Officer, Independent Living Officer or Partnership & Agents Officer will give advice on how the resident can get a replacement bin.

Asbestos

All properties will have an asbestos test carried out if required, which will be available to the resident on request.

Any asbestos identified will be managed inline with the Radian Asbestos Management Plan.

New Residents will be notified by the Neighbourhood Officer of any known asbestos in their new home at tenancy sign up.

Major Repairs - Calculated Decision Making Matrix

Once you have completed your Void Pre-inspection, please put an X next to the works necessary the scores will add accordingly. Print off and add to void paperwork for file

Property address:

Works Required	Score	X	Reason for Major Repair (for CORE purposes only)
Full Kitchen Replacement	10	<input type="checkbox"/>	Capitalised & Significant
Bathroom Replacement	8	<input type="checkbox"/>	Capitalised & Significant
Heating Installation - Full Installation	14	<input type="checkbox"/>	Capitalised, Significant & Services Installation
Boiler Replacement	5	<input type="checkbox"/>	Capitalised, Significant & Services Installation
Electrical Rewire - Full	14	<input type="checkbox"/>	Services installation
Window Replacements - Pre Occupation	14	<input type="checkbox"/>	Capitalised, Significant & Security
Major Structural Repairs (including rising damp, timber treatment, subsidence)	14	<input type="checkbox"/>	Structural Repairs
Specialist Cleaning / Severe Infestation	14	<input type="checkbox"/>	Health & Safety
Scene of Crime	14	<input type="checkbox"/>	Health & Safety
Severe Infestation	14	<input type="checkbox"/>	Health & Safety
Consequential & other works (eg Replastering)	7	<input type="checkbox"/>	Consequential Repairs
Reinstate Utility Services	14	<input type="checkbox"/>	Services installation
Major Adaptations	14	<input type="checkbox"/>	Significant Improvement
Total Score:			0

If score is less than 14, then NOT Major Repair.....

Continue as Normal

If score is 14 or more, then a Major Void.....

Refer to Property Services - insert Major Repair sub status code to void management system

Void Priorities:

Minor Void (V1)
3 Working Days

Standard Void (V2)
10 Working Days

Major Void (V3)
21 Working Days

Exception Report (V4)
Above 21 Working Days but To be authorised & signed below by Area Service Manager

Definition:

Clear & Clean, Gas & Elect Check
Minor Consumables

Under 14 points on Matrix

14 or more points on Matrix:

Major works that are not able to be completed within 21 Working Days