

Guidance for Housing Authorities on the Management of Void Properties in Public Sector Housing

Originally filed:

Approved by:	Eric Whitelegg	Date	17/09/2021
--------------	-----------------------	------	-------------------

Revision History:

No	Date	Author	Amendment
V1.0	09/21	Jeremy Reece	Original version
V2.0			

CONTENTS

Introduction	p.3
1.0 Pre-Termination Inspection	p.3
2.0 Void Inspection	p.4
3.0 Void Works	p.4
4.0 Post Void Works Inspection	p.5
5.0 Inspection and Handover of dwelling to new tenant	p.6
Appendix 1 – Pre-Termination Inspection Record	p.7
Appendix 2 – Definitions of Void Re-Let times and void maintenance categories	p.15
Appendix 3 – Void Inspection Record	p.17
Appendix 4 – 'Fit to Let' Standards	p.21

INTRODUCTION

The purpose of this document is to inform and guide all housing providers on the minimum/best practice standards for the efficient management of void public sector housing properties to achieve the quickest re-let times possible.

The inspection and re-let processes are documented as follows:

1. Pre-Termination Inspection
2. Void Inspection
3. Void Works
4. Post Void Works Inspection
5. Inspection and Handover of Dwelling to New Tenant

1.0 PRE-TERMINATION INSPECTION

- 1.1 During the Notice Period to be given by the tenant, a pre-termination inspection is booked by the Housing Authority for all outgoing tenants. While this relies on gaining access to the dwelling at an agreed suitable time, efforts should be made by the Housing Authority to undertake this inspection as early as possible.
- 1.2 The dwelling should be inspected with the relevant Housing Officers (e.g. Housing Officer, Housing Property Manager, etc) using the '**Pre-Termination Inspection Record**' (**Appendix 1**) which should be signed by the outgoing tenant, as an agreed record.
- 1.3 The purpose of the Inspection is:
 - To allow the Housing Maintenance Manager to identify the likely void period and set a target for re-let based on the void re-let times and void maintenance categories established by DoI Public Estates and Housing. (**Appendix 2**)
 - To assess the hygienic condition of the dwelling and assess whether there are any Health and Safety issues associated with the Housing Authority's operatives, or appointed contractors undertaking works in the dwelling when vacated.
 - To allow the Housing Maintenance Manager to start planning the work that will be required to the dwelling when it is vacated and the keys returned.
 - To enable the Housing Authority to advise the tenant of any chargeable defects, and give them an opportunity to rectify these before the end of their tenancy.
 - To provide advice to the tenant regarding items which can be left at the dwelling and what must be removed.

- To review the Housing Authority's requirements in relation to payment of utility bills and termination of accounts at the given address by the tenant.
- To enquire from the tenant whether there are any wider housing management issues that have led to their decision to give up their tenancy.

2.0 VOID INSPECTION

2.1 Once the keys are returned by the outgoing tenant, the Housing Authority should undertake a detailed Void Inspection, using the **'Void Inspection Record' (Appendix 3)**, and should check all relevant records for the dwelling to establish the full scope of works which need to be undertaken.

2.2 The purpose of the Inspection is:

- To fully inspect the dwelling, both internally and externally, to enable the Housing Authority to plan how to bring the dwelling up to the agreed standard for re-let, and establish the likely cost to do so.
- To assess the internal decoration condition and which decoration option is required and should be progressed.
- To take gas and electricity meter readings, check oil tank levels (where relevant), check the type of meters installed (credit / prepayment meters?) etc.
- To ensure that the departing tenant has undertaken any agreed repairs or removals identified during the Pre-termination Inspection, and whether the Housing Authority will be required to seek financial reparation from the former tenant.
- To assess the airtightness of the dwelling, its energy performance, and issues related to air quality, the presence (or not) of mould or mildew, condensation issues etc.

3.0 VOID WORKS

3.1 The required works, recorded on the **'Void Inspection Record'** are undertaken to meet the target set by the Housing Maintenance Manager for the re-let of the dwelling.

3.2 The Housing Authority will determine if there are some works that can be undertaken more economically as part of a larger package of 'Cyclical' or 'Planned' works already identified and programmed. They will identify these as works which

will not be complete when the property is re-let, so that the in-coming tenant can be advised accordingly.

- 3.3 The Housing Authority will, where possible, implement works to improve the air tightness of dwellings (for energy efficiency reasons), while at the same time ensuring that they are adequately ventilated in line with Building Regulation requirements current at that time. The Authority will seek to support the Isle of Man Government's Climate Change policy and targets, specifically in relation to the reduced use and dependence on fossil fuels for heating, where possible.

4.0 POST VOID WORKS INSPECTION

- 4.1 Following completion of the Void Works, the relevant Housing Officers (e.g. Property Maintenance Manager, Housing Officer, etc) will inspect the dwelling on behalf of the Housing Authority.
- 4.2 The purpose of the Inspection is to:-
- Ensure that all the works identified on the **'Void Inspection Record'** have been completed to a **'Fit to Let'** standard as a minimum; and where relevant, non-urgent works have been identified as requiring action as part of 'Cyclical' or 'Planned' works which are programmed to be undertaken within the next 12 months (maximum). **(See Appendix 4 – 'Fit to Let' Standards)**
 - To ensure that the Housing Authority has followed, as good practice, the 'Minimum Standards' set down for private landlords under legislation in all relevant areas, and can demonstrate compliance with robust records (the **'Fit to Let'** standards include items derived from the 'Landlord Registration (Private Housing) Bill').
 - Photograph the dwelling internally and externally as a record for the Housing Authority, and as proof that it met the Authority's **'Fit to Let'** standard prior to re-let.
 - To take meter readings for gas and electricity supplies prior to the dwelling being let (and identify the amount of gas and electricity consumed during the void works period and payable by the Authority to MU & Manx Gas).
 - To ensure that the dwelling and garden are in clean condition, prior to being re-let.

5.0 INSPECTION AND HANDOVER OF DWELLING TO NEW TENANT

5.1 Once the dwelling has been provisionally offered to an applicant and the property has been identified by the Housing Maintenance Manager as having reached a **'Fit to Let'** standard, a viewing is arranged by the Housing Authority.

5.2 The purpose of the viewing is to:-

- Allow the potential tenant to view the dwelling internally and externally.
- Provide an opportunity for the Housing Authority to receive any comments from the potential tenant, and in some cases a Health Professional such as an Occupational Therapist, in relation to the condition of the dwelling, and assess whether any other additional works are required to secure a tenancy for the dwelling. The Authority is not duty-bound to accept a new Tenant if significant additional works are required.
- To enable the potential tenant to confirm the electricity and gas meter readings taken by the Authority's Housing Maintenance Officer and Housing Officer to be advised to the Utilities by the Housing Authority once the Tenancy Agreement has been signed.
- Where heating and hot water is provided by an oil fired boiler, assess the level of fuel oil in the oil tank, and advise the potential tenant who the most recent supplier has been.
- To enable the Housing Authority to explain the terms of the tenancy, its expectations of tenants, and what services are provided by the Housing Authority.
- Where relevant, provide information on services provided for Sheltered Housing residents, including social activities organised by the Housing Authority and any third parties.
- Identify any specific reasons why potential tenants decide to pull out of their tenancy application for the dwelling in question, and whether further actions need to be taken by the Housing Authority to facilitate an early re-let of the dwelling.

APPENDIX 1 – PRE-TERMINATION INSPECTION RECORD

Housing Authority Logo

Pre –Termination Property Inspection Record
--

Date:	Inspected by:
-------	---------------

Date Keys to be Returned:

Tenancy Details

Tenant:

Address & Postcode:

Tel: Home:	Work:	Mobile:
------------	-------	---------

Rent Balance: £	as at date:
-----------------	-------------

Agreement to Clear Details:

Property Details

Property Type:	No. of Bedrooms:
----------------	------------------

Heating: Gas / District / Communal / Solid Fuel / Electric / Oil
--

Cooking Fuel: Mains Gas / Propane Gas / Electric / Combination
--

Approved Property Adaptions:

Unapproved Property Adaptions:

Car Parking: Driveway / Reserved Car Parking Space / Unreserved Car Parking / On Street Parking

Existing Photographic Condition Record: YES / NO
--

Room by Room Inspection

Kitchen:

State of decoration / cleanliness: Good / Fair / Poor

If Fair / Poor— Please detail issues:

Details of any damage or unacceptable standard of work to room.

Details of any tenant improvements done to an acceptable standard.

Living Room:

State of decoration / cleanliness: Good / Fair / Poor

If Fair / Poor— Please detail issues:

Details of any damage or unacceptable standard of work to room.

Details of any tenant improvements done to an acceptable standard.

A 'Minor Works Electrical Certificate' is to be provided by the tenant for any electrical changes implemented

Room by Room Inspection

Dining Room / Dining Area:

State of decoration / cleanliness: Good / Fair / Poor

If Fair / Poor— Please detail issues:

Details of any damage or unacceptable standard of work to room.

Details of any tenant improvements done to an acceptable standard.

Hall / Stairs / Landing:

State of decoration / cleanliness: Good / Fair / Poor

If Fair / Poor— Please detail issues:

Details of any damage or unacceptable standard of work to room.

Details of any tenant improvements done to an acceptable standard.

A 'Minor Works Electrical Certificate' is to be provided by the tenant for any electrical changes implemented

Room by Room Inspection

Bathroom:

State of decoration / cleanliness: Good / Fair / Poor

If Fair / Poor— Please detail issues:

Details of any damage or unacceptable standard of work to room.

Details of any tenant improvements done to an acceptable standard.

WC:

State of decoration / cleanliness: Good / Fair / Poor

If Fair / Poor— Please detail issues:

Details of any damage or unacceptable standard of work to room.

Details of any tenant improvements done to an acceptable standard.

A 'Minor Works Electrical Certificate' is to be provided by the tenant for any electrical changes implemented

Room by Room Inspection

Bedroom 1:

State of decoration / cleanliness: Good / Fair / Poor

If Fair / Poor— Please detail issues:

Details of any damage or unacceptable standard of work to room.

Details of any tenant improvements done to an acceptable standard.

Bedroom 2:

State of decoration / cleanliness: Good / Fair / Poor

If Fair / Poor— Please detail issues:

Details of any damage or unacceptable standard of work to room.

Details of any tenant improvements done to an acceptable standard.

A 'Minor Works Electrical Certificate' is to be provided by the tenant for any electrical changes implemented

Room by Room Inspection

Bedroom 3:

State of decoration / cleanliness: Good / Fair / Poor

If Fair / Poor— Please detail issues:

Details of any damage or unacceptable standard of work to room.

Details of any tenant improvements done to an acceptable standard.

Bedroom 4:

State of decoration / cleanliness: Good / Fair / Poor

If Fair / Poor— Please detail issues:

Details of any damage or unacceptable standard of work to room.

Details of any tenant improvements done to an acceptable standard.

A 'Minor Works Electrical Certificate' is to be provided by the tenant for any electrical changes implemented

External

External Store:

Details of any works required to be completed by the tenant:

Rear Garden:

Details of any works required to be completed by the tenant:

Front & Side Garden:

Details of any works required to be completed by the tenant:

Rubbish / Old Furniture:

Details of any rubbish to be removed by the tenant:

External Fabric / Equipment:

Details of any equipment to be removed by the tenant (e.g. CCTV, brackets, etc):

Continuation Sheet (for any section)

Conclusion of Inspection

Tenant Undertaking:

I understand that I will be held responsible for carrying out any remedial work required, as identified overleaf, and for providing any certification identified in this Inspection Record. Failure to bring the property up to an acceptable standard before I return my keys may result in me being re-charged for the costs incurred by (*Name of Housing Authority*) in carrying out this work. I understand that an future application for housing that I make will be placed on hold until I have paid off these costs.

Signed: (Tenant) _____ **Date:** _____

Witnessed / Title: _____

Date: _____

Witnessed / Title: _____

Date: _____

APPENDIX 2 – DEFINITIONS OF VOID RE-LET TIMES AND VOID MAINTENANCE CATEGORIES

Void periods are determined from the date of receiving keys back from previous tenant to start date of next tenancy – total void period should be included in calculating re-let times.

There are four categories of void period – immediate, standard, major and refurbishment. Definitions of the four categories are provided as follows along with examples of void works relevant to each category. **It should be noted that these definitions are listed for guidance purposes only.**

A void should be reported against the appropriate definition i.e. a void which meets the definition of an immediate void and which misses the target time should not be elevated to that of a standard void unless the scope of work has changed.

Immediate 1 week target

Void works include:

- Statutory landlord safety checks; gas, oil
- Change locks

Standard 4 week target excluding allocation – 5 weeks total.

Voids requiring cleaning, redecoration, small scale repairs and maintenance – to include the renewal/replacement of up to one major element e.g. new bathroom

Standard void works include:

1. Electrical inspection. All code 1 and 2 to be attended to
2. Main source of heating checked and repaired as necessary
3. UPVC window and door checked and oiled
4. Change locks
5. Internal doors checked and adjusted as necessary
6. Bathroom suite checked and replaced as necessary
7. Minor decoration items (one main room or equivalent)
8. House cleaned
9. Sewer and drainage inspection and repair
10. External fencing repairs
11. Garden cleared and grass cut

Major 11 week target excluding allocation – 12 weeks total

Major voids require more than one major repair element and/or renewal of components/fixtures/fittings etc. E.g. Full rewire and new kitchen

Major void works include:

- 1, 2, 3, 4, 5, 8, 9, 10 and 11 as listed in standard void repairs, plus
- Complete refurbishment of
 - Bathroom
 - Kitchen
 - Electrics
 - Heating system
 - Complete internal decoration, and
- Major damage repair to structure

Refurbishment Where a property requires very extensive refurbishment outside that normally anticipated by the void process. Typically this would be a number and combination of major void characteristics which cannot reasonably be undertaken simultaneously.

Average weeks void

Immediate	Only time with management for allocation (1 week target)
Standard	Calculated as total weeks void of standard properties let per quarter divided by number of void properties e.g. 30 weeks void for 10 properties = average void time of 3 weeks
Major	Calculated as total weeks void of major void properties let per quarter divided by number of void properties e.g. 62 weeks void for 10 properties = average void time of 6.2 weeks
Refurbishment	Calculated as total weeks void of refurbishment void properties let per quarter divided by number of void properties e.g. 62 weeks void for 10 properties = average void time of 6.2 weeks

APPENDIX 3 – VOID INSPECTION RECORD

Void Inspection Record	
Date:	Inspected by:
Address & Postcode:	
Date Keys Received:	Date Keys Returned:
Door Entry Code (if applicable)	
Heating: Gas / District / Communal / Solid Fuel / Electric / Oil	
Cooking Fuel: Mains Gas / Propane Gas / Electric / Combination	
Health & Safety Assessment	
Health & Safety of Staff / Operatives:	
Is the dwelling safe for HA staff / Maintenance Contractor to enter?:	YES / NO
Is the dwelling free from animal waste / hazardous materials / drug taking equipment etc? :	YES / NO
Has an Asbestos Survey been undertaken / is Asbestos being managed in the dwelling? :	YES / NO
Utility Meter Details & Readings	
Gas: Meter No:	Type: Card / Key / Account
Meter Reading:	
Gas Meter Condition:	Safe / Unsafe / Needs Attention / Replacement
Electric Meter No.	Type: Card / Key / Account
Meter Reading:	
Electrical Meter Condition:	Safe / Unsafe / Needs Attention / Account
Living Environment	
Dampness:	
Is there evidence of dampness?	YES / NO
Where is the dampness located?	

Living Environment

Ventilation:

Are there any natural or mechanical ventilation issues (mould / mildew etc.) ? YES / NO

Are the existing ventilation fans clean, operational and controlled by light switch and humidistat? YES / NO

Do the existing fans provide background ventilation as well as extract ventilation? YES / NO

Has a 'whole house' environment fan been fitted to the dwelling? YES / NO

Cold Bridging / Air Leakage:

Is there any evidence of 'Air Leakage' / 'Cold Bridging' within the construction of the dwelling ? YES / NO

If 'Yes' what improvement works could address these?

Insulation:

What thickness of insulation is present in the roof space (where applicable)?: _____ mm

Is additional insulation material required for Building Regulations compliance? YES / NO

Cleanliness:

Is the bathroom clean, hygienic and operational?: YES / NO

If 'No' what extra over works are required?

If carpets have been left in place, are they serviceable and hygienic? YES / NO

IF 'No' should they be cleaned or removed? CLEANED / REMOVED

Security & Privacy:

Do the external doors of the dwelling open, close, lock and unlock properly? YES / NO

Are window lock keys available in the dwelling? YES / NO

Are all first floor window locks 'push button' operation type ? YES / NO

Are all windows intact (no cracked or broken glass), operational and clean? YES / NO

Is a curtain batten installed above every window in the dwelling? YES / NO

Living Environment

Food Preparation:

Is the existing kitchen hygienically suitable for food preparation / can it be made so?

YES / NO

If 'No' what extra over works are required?

Does the kitchen have sufficient storage, and space for appliances?

YES / NO

If 'No' what extra over works are required?

Power / TV / Satellite TV / Telecoms:

Power: Are there sufficient power sockets in each room?

YES / NO

If 'No' what additional sockets are required?

Living: — Dining: — Hall / Staircase: — Bed.1: — Bed.2: — Bed.3: — Bed.4: —

TV: Is there a terrestrial TV point in the Living Room & Main Bedroom?

YES / NO

Satellite TV: Is there a properly installed 'landlord' point /Route for tenant's installation?:

YES / NO

Telecoms: Is there a facility for the installation of a future Fibre Broadband connection?:

YES / NO

If 'No' what extra over works are required?

Externals

Rubbish:

Have all garden structures, green houses (unless agreement in place to leave for incoming tenant), unapproved external property adaptations, rubbish etc. been removed or made safe (as appropriate)?:

YES / NO

Overgrown Shrubs / Trees / Hedges:

Have all shrubs, trees and hedges been trimmed to a manageable size?:

YES / NO

Paths / Patio Areas / Drives:

Are all Paths, Patio Areas / Drives free from trip hazards / Finishes firmly bedded / Handrails in place?:

YES / NO

Ponds / Water Features:

Have all Ponds & Water Features been removed / filled in and all electrical services cut off?

YES / NO

Manhole / Inspection Chamber Covers:

Are all chamber covers heavy duty type, or if light weight, securely sealed, and in good condition ?

YES / NO

Gullies:

Are all gullies clean, in good repair, and operational, with gully grids in place:

YES / NO

Externals

Boundary Walls / Fencing / Gates:

Are all boundary walls, fences and gates in good repair, safe and secure?

YES / NO

If 'No' what works are required?:

Grass:

Has the grass been cut to a manageable length?

YES / NO

Ground Levels: Are all ground levels generally 150mm (min.) below Ground Floor Level
YES / NO

If 'No' what works are required?

External Building Fabric

Roof: Are all roof tiles / slates in place (front / rear / side / porch)?:
YES / NO

Gutters & Rainwater Pipes: Are all gutters and rainwater pipes in place (front / rear / side / porch) securely fixed, clean and operational?:
YES / NO

If 'No' what works are required?

Render: Are there cracks in the external render / or missing sections of render (superstructure & chimneys) which need to be repaired?:
YES / NO

If 'Yes' what works are required?

Postal Numbering: Is the number of the dwelling clearly visible on the front boundary / door?:
YES / NO

Emergency: In an Emergency, could the dwelling be located at night?:
YES / NO

APPENDIX 4 – 'FIT TO LET' STANDARDS

'Fit to Let' Standards

What you can expect as a tenant when you move into your new home.

What you can expect from your Housing Provider.

We aim to provide homes that are safe, clean and welcoming, both internally and externally, and be consistent in this provision. This document sets out the standard we aim to achieve, and is the benchmark for the service we provide.

Living Environment

Materials: If we are aware that there are materials built into a dwelling, or present in floor coverings, wall and ceiling finishes, roof construction or services installations, which are no longer considered suitable for the construction of new homes, we will aim to remove these where possible. If they have not been removed, we will manage them in-situ in line with our Health and Safety obligations and advise tenants of any resulting limitations. We will remove all polystyrene ceiling tiles / wall linings and make good ceilings / wall surfaces.

Dampness: The living environment will be substantially free from rising or penetrating dampness and encourage the growth of mould and mildew. We aim to ensure that all of the plaster and woodwork is sound and dry, with no evidence of rot or decay.

Ventilation: We will ensure that there is adequate natural and mechanical ventilation which, if utilised correctly by the tenant (in non-smoking households), will adequately deliver fresh air into the dwelling and remove stale odours and moisture. Installed extract fans will be clean, operational, and controlled by a light switch or humidistat at the start of each new tenancy (as a minimum).

We will install mechanical extract fans in bathrooms and kitchens, which provide continuous trickle ventilation for improved air quality, and boost ventilation when activated by a signal from a humidistat or light switch.

Cold Bridging / Air Leakage: We will address any issues where heat is escaping because there are gaps or cracks in the building fabric. We will also aim to ensure that where feasible and reasonably cost effective, heat is not lost from the dwelling through bits of uninsulated structure, and that conditions which may lead to condensation and mildew e.g. uninsulated window and door reveals are addressed.

Insulation: Your dwelling will be as well insulated as possible. We will top up roof space insulation to ensure that the effect of this is maximised. Where there is opportunity to improve the overall levels of insulation during 'cyclical', 'planned works' or 'Major Void' works, we will seek to achieve this objective.

Cleanliness: We will hand over the dwelling you are renting from us in a clean condition.

Sanitary ware: The bathroom will have a bath / shower, wash basin and toilet. The toilet will be free from any cracks or leaks and will be clean. It will flush satisfactorily and refill automatically. The toilet seat will be clean, unstained and securely fixed. In dwellings for older people a toilet flush mechanism that is easy to operate by tenants with arthritis will be fitted.

Shower: If a shower and shower screen is fitted, this will be clean and operational. Where a shower rail only is supplied (for tenant's own shower curtain) this will be securely fixed and supported. In designated Elderly Person Accommodation, the shower will be fitted with a device to maintain a safe water temperature and avoid scalding.

Bath: Where a bath is fitted it will be clean and operational, and sealed to the perimeter wall with a tiled splash back or similar. The taps / mixer taps will be fitted with a device to maintain a safe water temperature and avoid scalding.

Washbasin: The washbasin will be free from any cracks or leaks and be clean. A plug and chain or 'clicker' waste will be provided. The taps / mixer tap will be securely fixed. In designated Elderly Person Accommodation, a device to maintain a safe water temperature and avoid scalding will be fitted. A tiled splash back or similar will be provided.

Carpets: If carpets have been left by the previous tenant and are still serviceable, hygienic and safe, these will be left in place and cleaned. If the incoming tenant advises that they are not required, the Authority will remove the carpet and underlay, however grippers and threshold strips will be left in place as appropriate.

Woodwork and Walls: As a minimum, all woodwork and walls will be wiped down and marks and scuffs removed (see also 'Internal Decoration')

Windows and Doors: All windows and internal / external doors will be in clean and serviceable condition. (See also 'Security & Privacy').

Security & Privacy:

External Doors: The operation of all external doors will be checked and they will open and close, lock and unlock satisfactorily. The lock cylinders will be replaced (from the previous tenancy) to provide additional security. Multiple keys will be provided for each external door.

Internal Doors: All internal doors will open and close and be fitted with serviceable lever / pull handles, locks and latches. Bathroom and WC locks will have a thumb turn / occupancy indicator with emergency release facility. Any glazed panels will be safety glass.

Window Lock Keys: A minimum of two keys will be provided for key operated window handles fitted in the dwelling. Push button operated window handles to first floor windows, for ease of escape in a fire emergency, will be fully operational where designated as an Emergency Egress Window.

Cracked, broken or misted glazing units: All glazing units will be in good condition.

Window Restrictors: All windows will be fitted with window restrictors for safety and security which will be lubricated and fully operational.

Curtain Battens: To simplify the installation of curtains and blinds (or temporary window coverings); a curtain batten may be fitted above every window.

Food Preparation:

Kitchen Units & Worktops: All base and wall cupboard doors will open and close and all catches and runners will be operational. All handles, doors and drawer fronts, internal shelves etc. will be in place and in a satisfactory hygienic condition. The sink and sink taps will be in good condition and operational. Waste traps will be checked to ensure there are no leaks below the sink and that drainage pipework is working satisfactorily. The worktop will be in a satisfactory hygienic condition.

Appliance Spaces: There will be space for a standard gas or electric cooker (subject to available supplies), fridge or fridge/freezer and washing machine. Where space permits, there will be a dishwasher / tumble drier. A ventilation outlet will be available for non-condensing driers to enable tenants to fit their own ventilation extract equipment (wherever possible condensing tumble driers are preferred to reduce potential heat loss from dwellings). Plumbing connections will be provided for hot and cold water supplies, and waste water / condensate drainage for washing machines, and a dishwasher / tumble drier as appropriate.

Kitchen Extract Fan: (See 'Ventilation')

Waste: There will be space for a waste bin in the kitchen, and access to an external space where a wheelie bin can be stored.

Power / Lighting / TV / Satellite TV / Telecoms:

Power: There will be sufficient power sockets to meet most tenants' needs, based on the size of the dwelling, how recently it was re-wired etc. We seek to provide the following minimum number as appropriate:

- Kitchen - 4 double/single plus fused spurs, cooker point.
- Dining area - 1 double
- Living area - 4 double (includes 2 doubles adjacent to TV point)
- Double Bedrooms - 3 double
- Single Bedrooms - 2 double
- Hall - 1 single / double
- Landing – 1 single /double

Lighting: Low energy lighting will be installed in every habitable room to provide an adequate lighting level.

TV: There will be an outlet for an internal / external TV aerial in the Living Room adjacent to where we think a TV is best placed. Wiring will be installed to a location where the tenant's own aerial can be installed. This may be in the roof space or located externally. If the previous tenant has left a TV aerial in place and this is serviceable and securely fixed, we will leave it in place for the incoming tenant. The installation of any boosters or amplifiers required to get satisfactory TV reception will be the responsibility of the tenant.

In some dwellings the TV signal may be provided from a Landlord's communal system. No additional TV aerials are permitted in this context.

Satellite TV: In some newer dwellings there will be a SAT TV point adjacent to the TV aerial point. This will be wired to a location where incoming tenants can have their own satellite TV dish installed. Where there is no existing SAT TV connection point, agreement will be required from the Housing Authority to install a satellite TV dish on the outside of the dwelling, and to the manner in which wires are taken to the required SAT TV point(s). Any damage caused to the dwelling from the installation of a SAT TV dish will be the responsibility of the incoming tenant.

In some newer dwellings a Landlord's communal SAT TV dish will be installed and wired to each dwelling. No additional SAT TV dishes are permitted in this context.

Telecoms: A telecom installation will be provided to all dwellings to facilitate the installation of a landline and/or Broadband service by the incoming tenant.

MT / Sure 'Fibre' service: Incoming tenants who wish to have 'Fibre' services installed to their dwelling will be responsible for all associated costs for installation and removal as appropriate.

Internal Decorations: Depending on the type, age and condition of the dwelling offered, the following may apply:

- a) If the dwelling is in good decorative order, with plain finishes, we may offer it without any re-decoration.
- b) If the dwelling needs freshening up in some areas, we may do some re-decoration.
- c) In exceptional circumstances we may fully decorate the dwelling offered.
- d) In some circumstances and at the Authority's discretion, we may offer 'Decoration Vouchers' for a local paint stockist. This would be to assist an incoming tenant who is able to undertake some re-decoration works, but may not cover all costs.

In all cases, a decision on which option applies will be made following the completion of the 'Void Inspection Record' by the Housing Authority.

Alterations / DIY Activity: We will make sure that any work carried out on the dwelling by the previous tenant is safe, appropriate to be left in place and suitable for an incoming tenant. We will remove all additions which don't meet an acceptable standard.

Safety & Performance:

Heating Appliances: The heating and hot water supply system will be fully operational and installed with a programmer controllable by the incoming tenant.

Gas fired boiler: A copy of the current 'Annual Gas Safety Check' for gas systems will be provided to the incoming tenant.

Oil fired boiler: A copy of the 'Annual Service' or 'Annual Safety Check' for each combustion appliance, storage tank and connecting pipework will be provided to the incoming tenant.

Electrically heated system: A copy of the latest 'Electrical Safety Inspection' for the electrical installation will be provided (within the last 5 years.) to the incoming tenant.

Community Heating Scheme: A copy of the latest 'Annual Inspection & Safety Check' will be provided to the incoming tenant.

Water: A hygienic piped supply of potable water will be installed to the kitchen sink as a minimum. Other taps connected to a potable water supply will be identified where they exist in a dwelling. The primary water supply will be fitted with an internal valve, in good working order, to turn off the supply.

Electrical System: A copy of the latest 'Electrical Safety Inspection' for the electrical installation will be provided (within the last 5 years.).

Fire, Smoke, Heat, and Carbon Monoxide Detectors: A copy of the 'Annual Safety Check' certificate for all detectors installed will be held by the Authority. All detectors will be mains powered with battery backup. Batteries will be in good condition and able to maintain the detector for an acceptable period of time in event of a mains electricity failure.

Appliances: If any appliances have been installed by the Housing Authority in a dwelling, for any reason, a copy of a PAT testing certificate (electrical safety), carried out annually, will be held by the Authority e.g. tumble driers may be installed in flats which do not have access to an external drying area.

Refuse Storage: A wheelie bin for the storage of refuse will be provided, and will be emptied regularly by the relevant Authority.

Shared Common Areas: Where dwellings are accessed from a common area, checks will be made as part of the 'Void Inspection' process to confirm the following:

- Slip resistant floor coverings are in serviceable condition and safely secured.
- All handrails and balusters to staircases are in place (with no gaps greater than 100mm) and securely fixed.
- Windows and doors are secure and lockable. Designated Emergency Egress windows will be fitted with emergency opening devices in event of a fire.
- Common areas are in a satisfactory condition of cleanliness and decoration, and clear of refuse and obstructions.
- The artificial lighting and emergency lighting fitted is in working order.
- There are secure post boxes / baskets for mail delivery to individual dwellings.
- External areas, including boundary walls, fences and railings are being maintained in a clean, safe and serviceable condition.
- Access for the incoming tenant to check any gas / electric meters located in the common area is available.

Externals: Existing fences, gates, walls, brickwork, paths and drives will be safe. Gardens and hedges that are severely overgrown will be cut back and cleared. Paths, patio areas and drives will be free from trip hazards. Any ponds and water features will have been filled in and all electrical services cut off. All drainage and gullies will be clean, operational and free from hazard. The grass will be cut to a manageable length.

External Building Fabric: The condition of the external fabric of the dwelling will be checked from ground level and any issues identified and addressed.

Postal Numbering: The dwelling will be adequately numbered so that it could be located quickly in an Emergency.

Documentation: The following documentation is provided to all incoming tenants, if requested:-

Condition Survey: A basic property condition statement / survey which will include details of:

- The state of decoration of the dwelling.
- Details of the overall condition of the rented dwelling.
- A copy of a set of photographs showing the condition of the dwelling at the start of the latest tenancy agreement.

List of Items / Appliances: A list of any loose items or appliances provided by the Housing Authority, including their condition, will be provided.

Instructions: Operating instruction manuals for all gas and electrical appliances which are installed in the dwelling.

Fire & Emergency: Within the Common Area of FLATS the following information will be displayed:

Contacts: A notice with the name and address, and emergency telephone numbers of the organisation which is the owner of the building in which the rented dwelling is located, and the person who should be contacted in an emergency situation.

Certificates: Copies of certificates of registration and current public liability insurance certificates.

Fire Notices: Details of what to do in event of a fire and where to assemble away from danger.