



Repairs & Maintenance Policy

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National Care Standards	N/A

1.0 Aims of the Policy

Viewpoint is committed to the provision and maintenance of high quality accommodation and neighbourhoods where people want to live and where they feel safe.

This policy sets out how Viewpoint will:

- ✓ Fulfill its repairs and maintenance responsibilities both legal and regulatory to tenants of housing properties, residential care homes, tenants or licencees of commercial properties, office accommodation and owners of managed properties
- ✓ Ensure that investment in its housing stock complies with the requirements of the Scottish Housing Quality Standard (SHQS) by 2015
- ✓ Safeguard and prolong the useful life of all properties in line with the Asset Management Policy and Strategy
- ✓ Deliver high levels of customer satisfaction

Additionally the Policy seeks to ensure that the surrounding environments for which Viewpoint is responsible contribute to the creation and sustainment of safe high quality neighbourhoods.

2.0 Policy Objectives

The emphasis of this policy is to maximise planned and cyclical maintenance and reduce responsive/reactive repairs. The aim is to achieve a balance in favour of planned and cyclical maintenance with a smaller proportion of resources being applied to responsive/reactive maintenance.

As Viewpoint's Asset Management plans progress, the balance achieved should deliver a higher level of spend on planned and cyclical maintenance than on responsive repairs.

In carrying out its repairs and maintenance responsibilities Viewpoint will meet:

- ✓ Its legal and contractual obligations, both as landlord and managing agent
- ✓ The requirements of The Scottish Housing Regulator's Service Standards for RSLs.
- ✓ The standards recommended by relevant good practice and benchmark performance against comparable RSLs

The specific objectives of this policy are:

- ✓ To provide a high quality, flexible and accessible service that is customer focused where we perform to the required standard at the first attempt
- ✓ To achieve value for money

- ✓ To establish performance measures and timescales for the delivery of services within the resources available
- ✓ To ensure that performance is continuously improved by appropriate monitoring of service delivery and quality to customers
- ✓ To provide scope for the involvement of tenants/residents in the development and monitoring of the maintenance service
- ✓ To ensure live and regularly updated information on the condition of the stock and a costed plan for lifetime maintenance and improvement work in line with the Asset Management Strategy
- ✓ To focus on the customer experience by delivering high standards of customer care and satisfaction
- ✓ To meet Viewpoint's responsibilities to customers as required by law and as described in their Tenancy Agreement, Management, Lease and Licence Agreements
- ✓ To ensure that tenants' obligations are applied in accordance with the terms of their Tenancy Agreement, Management, Lease and Licence Agreements
- ✓ To ensure that, in implementing this policy, high priority is given to safeguarding the health and safety and security of customers, members of the public, employees and agents and the buildings which they occupy and work in

3.0 Legal and Regulatory Requirements

In delivering its obligations under this policy, Viewpoint will meet the requirements of:

- ✓ Housing (Scotland) Act 1987
- ✓ Housing (Scotland) Act 2001
- ✓ Housing (Scotland) Act 2006
- ✓ Disability Discrimination Act 1995
- ✓ Disability Discrimination Act 2005
- ✓ Human Rights Act 1998
- ✓ Gas Safety (Installation and Use) Regulations 1998
- ✓ The Control of Asbestos Regulations 2006
- ✓ Building Standards (Scotland) Amendment Regulations 2001
- ✓ Equal Opportunities legislation
- ✓ Data Protection Act 1998
- ✓ The Charities and Trustee Investment (Scotland) Act 2005
- ✓ Scottish Housing Quality Standard

- ✓ Scottish Social Housing Charter for Registered Social Landlords in Scotland
- ✓ Communities Scotland Sustainability Policy
- ✓ Relevant deeds of condition
- ✓ Any Factoring Agreements developed by Viewpoint

4.0 Sources of Funding and Investment

The maintenance activities described in this policy will be funded from:

- ✓ Rental Income
- ✓ Service Charge Income where appropriate
- ✓ Licence and lease income
- ✓ Reserves: Viewpoint will make an annual transfer of funds from rental income to reserves

Viewpoint will ensure adequate funding is available to fund future Cyclical and Planned Maintenance Programmes.

Viewpoint will ensure that funding is available in its Financial Plan to implement this policy.

Annual budget allocations for repairs and maintenance will be determined using:

- ✓ Updated stock condition data reflecting investment carried out to date and identified future needs
- ✓ Historical repair information

5.0 Procurement

Procurement of goods or services to deliver this policy will be in line with Viewpoint's Procurement Policy.

6.0 Insurance

Viewpoint will ensure that adequate building and other appropriate insurances are in place to support this policy.

Viewpoint does not insure the contents of a house or the personal possessions of the household and tenants/residents are recommended to do so by insuring personal possessions against loss by fire, flood, theft, accident etc.

7.0 Health and Safety

Viewpoint's Health and Safety Policy will be applied to all aspects of the implementation of this policy.

8.0 Consultation

This policy has been developed in consultation with employees, tenants and residents.

The Viewpoint Tenant Representative Group will assist Viewpoint monitor the outcomes of this policy.

Tenant/resident satisfaction will be specifically obtained on the quality of individual repairs and after planned, cyclical and refurbishment works.

9.1 Categories of Repairs

9.2 Day to Day Repairs

This covers all repairs requested and can be defined as those repairs that are carried out on an ad hoc basis as the need arises and which cannot be deferred for inclusion in planned maintenance programmes. These repair requests are processed in accordance with this policy which details the division of responsibilities between landlord and tenant, response times, rechargeable items, insurance claims and contractual arrangements.

A list of the common types of day to day repairs and who is responsible for completing those repairs is included in Appendix One.

9.3 Cyclical Maintenance

This category covers maintenance that is preventative or protective: this type of work deals with the gradual deterioration of building components and finishes. This type of work is generally predictable and can be forward planned. Examples of items typically included in our cyclical maintenance programme are:

- ✓ External and internal painter work
- ✓ Contract services such as servicing of heating boilers, lifts and alarm call systems
- ✓ Communal ventilation units
- ✓ Overhaul drainage
- ✓ Structural inspections
- ✓ Gutter cleaning

This category also covers routine servicing of gas, electric and other appliances for which Viewpoint is responsible.

9.4 Planned Maintenance

Planned maintenance work is intended to prolong the useful life of properties. A planned maintenance programme has been developed which identifies the components used in each property and predicts their lifespan over a 30-year period. A planned programme of replacement is then compiled estimating the expected life and replacement cost of these items. This informs financial planning in the creation of a major repairs reserve to pay for this. Examples of items typically included in our planned maintenance programme are:

- ✓ Replacement kitchens and bathrooms
- ✓ Replacement central heating boilers
- ✓ Replacement doors and windows
- ✓ Replacement central heating systems
- ✓ Renewal of electrical fittings

9.5 Defects

For a period (normally six months or one year) after completion of a new complex or conversion/remodelling of a property, the original contractor is liable for rectifying defective work at no cost to Viewpoint. "Latent Defects" are serious faults which are discovered after the expiry of this defects liability period. Under certain circumstances it is possible to lodge a claim against the original contractor, or one of the consultant firms involved in the design, for the cost of remedying the defect.

A Defects Liability Procedure is available separately.

9.6 Adaptations

Viewpoint undertakes necessary adaptations to properties wherever possible, subject to assessment and availability of funding. Adaptations are needed to make properties more accessible and useable for individual tenants who have a medical condition or disability. Viewpoint will provide adaptations that are of a permanent and structural nature. The most common adaptation work carried out by Viewpoint is the installation of handrails or showers. Stair lifts or kitchens for wheelchair users are installed on a less frequent basis. A separate Policy & Procedure Note on Adaptations provides more detail on this aspect of the service.

10.0 Service Delivery

Repairs and maintenance will usually be carried out by contractors appointed by and working on behalf of Viewpoint. Some minor works may be carried out by Viewpoint staff.

11.1 Contractor Responsibilities

The overall approach taken by contractors must be consistent with the ethos of partnering to ensure that Viewpoint's repairs and maintenance responsibilities as a landlord are fulfilled. This will involve effective dialogue on all aspects of the service, completion of work within the contracted timescales and a commitment to achieving continuous improvement. More specifically their responsibilities are set out below.

11.2 Contractor Operatives' Responsibilities

All operatives carrying out repairs or maintenance works to Viewpoint properties shall:

- ✓ Carry out the work on the agreed appointment date/time
- ✓ Be respectful and polite to tenants/residents and staff
- ✓ Carry identification and present it to the occupier on arrival
- ✓ Wear uniforms provided by the contractor
- ✓ Keep the premises secure at all times
- ✓ Minimise disruption to the premises and clear up fully at the end of the work (or before leaving the premises overnight)
- ✓ Make good any damage caused in the course of the works
- ✓ Remove all waste from the premises, garden or backcourt arising from the maintenance works

- ✓ Comply with all relevant Health and Safety legislation to avoid danger to tenants, residents, owners, visitors and members of the public
- ✓ Deliver services in line with the service standards set out in the relevant Contract documentation

11.3 Contractor Financial Responsibilities

Contractors must comply with the terms of the contractual arrangements and in particular must:

- ✓ Advise of repair completion dates within 1 day of completion for emergency repairs and within 5 working days for all other categories of repairs
- ✓ Invoice within 14 days of completion of the works

12.0 Relet Repairs/Void Works

Viewpoint aims to relet void properties or bedrooms in care homes as quickly as possible. When a tenant or resident gives notice that they intend leaving their property, an initial inspection is carried out. This provides an opportunity to identify repairs required, including those that the outgoing tenant/resident will be held responsible for. Viewpoint, before the commencement of the new tenancy or relet of the bedroom in a care home, will inspect the property and identify any necessary repair work. If no repairs are required, the property will immediately be subject to relet procedures. A gas safety check will be carried out on any property that has a gas heating system before the new tenant moves in and an electrical safety check and EPC will be carried out to all void properties.

If repairs are needed the applicant will be notified of the work that requires to be carried out and Viewpoint will ensure that this is completed within a reasonable timescale. In general, work will be categorised as urgent, due for completion within 3 working days. If more extensive work is needed this period could extend to 10 working days. If the repairs are of a minor nature these will be completed after the commencement of the tenancy or occupancy in a care home. A separate Void Management Policy contains more details on our management of vacant properties.

The Void Lettable Property Standards is at Appendix Two. A Schedule of Rates applies to the work to be carried out although Viewpoint may issue works instructions outside of this in order to achieve its Asset Management and SHQS obligations.

13.1 Day to Day Repairs

13.2 Publicity about the Repairs and Maintenance Service

Repairs procedures will be well publicised using Viewpoint's regular newsletters, tenants/residents handbook and letters to tenants/residents on repairs affecting them. Procedures will be available in other languages or in other formats where appropriate.

13.3 Repair Reporting Arrangements and Works Instructions

Tenants, residents and staff may inform Viewpoint that repair work is required, either by:

- 1) telephone
- 2) letter
- 3) email either direct or via the website
- 4) via an on-site Housing Co-ordinator or Care Home Manager
- 5) via the Telecare service
- 6) in person at the office

However the repair is reported it must be forwarded immediately to the Property Services Department who will enter the repair request on Qlx and identify the nature and scope of the work needed.

The Property Services Department will email the contractor with details of the repair including:

- ✓ The response and completion time
- ✓ The Schedule of Rate description
- ✓ Appointment time for access

An emergency repairs service is provided to deal with emergencies that arise outwith office hours. This will usually involve the telecare alarm provider or an authorised person at Viewpoint instructing emergency works outside this normal procedure. The contractor must be available by telephone at all times in order that emergency repairs can be instructed.

If the work requires a pre inspection, Viewpoint will arrange an appointment to visit the property to carry out an inspection. Following this inspection the Property Services Department will issue a works order.

Tenants/residents will be informed in writing of the action to be taken by Viewpoint. This will include confirmation of the work instructed, the priority attached to the work, target timescales for its completion, and details of any appointment arrangements made with the tenant. Viewpoint in arranging for these repairs will also meet the specific requirements of the Right to Repair scheme introduced through the Housing (Scotland) Act, 2001 (see Point 15).

A stamped addressed envelope and questionnaire, to report on satisfaction following completion of the repair, will also be included with the written confirmation issued to the tenants.

All staff receiving repairs reports will be trained to deal with requests efficiently, effectively and courteously and to accurately categorise the repair requested.

In the event that a repair needs to be elevated to a more urgent category, for example because a member of the household is elderly or infirm and the fault is causing, or is likely to cause, greater inconvenience as a result, the staff member may re-categorise the repair to ensure that inconvenience is minimised.

13.4 Appointments and Access

The Property Services Team will arrange appointments with tenants/residents for undertaking all repair work in occupied properties where the work requires internal access. The appointments will be made in accordance with the repairs category and required response times and after agreement with the contractor on notice required and their operational arrangements.

Viewpoint will aim to offer appointments over 6 days a week.

If the contractor attends an appointment and cannot gain access, a card should be left with contact details requesting that contact is made within 48 hours to make an alternative appointment. If access cannot be gained, in accordance with the Tenancy Agreement, Viewpoint may arrange a forced entry to carry out the repair.

14.1 Performance Monitoring

Performance and service delivery will be monitored as follows:

14.2 Tenant/resident satisfaction surveys post repair completion

On completion of a repair the tenant/resident will be sent a questionnaire to determine whether the repair was completed to a satisfactory standard, the quality of service provided by the contractor and whether the repair was completed correctly first time.

Where the repair is to a care home or communal areas the questionnaire must be sent to the on site staff or, if no on site staff, the Housing Officer.

14.3 Pre and Post Inspections

Viewpoint will aim to inspect 10% of reported repairs prior to issuing a works order. For day-to-day repairs, Viewpoint will aim to inspect 10% of repairs prior to issuing an instruction to a contractor. Examples of repairs to be inspected are:

- ✓ Repairs costing over £500
- ✓ Repairs where the tenant has given insufficient information to enable the contractor to be instructed
- ✓ Repairs where there is dampness or condensation reported
- ✓ Repairs required in relet properties
- ✓ Repairs covered by the Right to Repair where inspection is considered necessary

On completion, a further 10% of repairs will be inspected prior to accounts being passed for payment where:

- ✓ The cost of the repair exceeds £500
- ✓ Follow up work may be required
- ✓ The tenant reports that the quality of workmanship is unsatisfactory
- ✓ A works order has been varied due to additional work
- ✓ In order to check quality of work on a random sample of repairs

A detailed procedure for carrying out pre and post inspections is separately available including access/appointment arrangements.

14.4 Compliance with Repair Response and Completion Deadlines

Viewpoint will endeavour to make every effort to respond to and complete requests for repairs within the following timescales:

a) Emergency Repairs

Emergency repairs are restricted to fire and flood or where the circumstances constitute a safety hazard such as blocked toilet (where no other toilet is available/accessible), no electricity, no water, no heating, broken window. Interruption to mains services i.e. electricity, gas, water is also considered to be an emergency. Right to Repair items with a one day response time will also be categorised as emergencies.

The contractor will be required to attend within 2 hours of the repair being reported and will attend to repairs to make safe immediately on attendance and, as far as possible, complete permanent repairs within 24 hours. If it is not possible to complete the permanent repair within 24 hours the contractor will contact the Association to explain the position and make alternative arrangements.

Viewpoint will require any of its contractors to provide an emergency repairs service 24 hours, 7 days.

b) Urgent Repairs

Urgent repairs must be responded to and completed within 3 working days.

c) Routine

Routine repairs must be responded to and completed within 15 working days.

Contractors are required to inform Viewpoint within one working day of completion of emergency repairs and within five working days of the completion of all other categories of repair.

14.5 Contractor Performance Monitoring

All contractors used to provide repairs and maintenance services must be Approved Contractors in line with Viewpoint's Procurement Policy. Before becoming an Approved Contractor, Viewpoint will satisfy itself of the following:

- ✓ The contractor/supplier carries the appropriate types and levels of insurance
- ✓ The contractor/supplier is affiliated to professional bodies where appropriate
- ✓ The contractor/supplier can provide at least three referees
- ✓ The contractor/supplier is financially robust with sufficient resources to deliver the contract or service. This check will be provided by the Finance Manager/Director of Finance & ICT
- ✓ The contractor/supplier has appropriate VAT and construction industry certificates/documentation

Viewpoint will meet with the contractor monthly to review performance in line with the contract. The following will be reviewed:

- ✓ Progress of works and delays
- ✓ Quality of performance – complaints
- ✓ Performance against KPIs and in particular response and completion times
- ✓ Standards of materials and workmanship
- ✓ Health and safety
- ✓ Tenant/resident satisfaction
- ✓ Work capacity and planning
- ✓ Financial control
- ✓ Administration arrangements eg invoicing etc

Viewpoint will hold annual review meetings with contractors possibly involving tenants/residents. These reviews will include checks that:

- ✓ Insurances are in place
- ✓ Health & Safety policies
- ✓ Membership of professional bodies
- ✓ Financial viability eg review of annual accounts – once a year
- ✓ Length of remaining contract and potential impact of retendering etc

15.0 Right to Repair

Certain qualifying repairs fall under the terms of Right to Repair Regulations. Where these arise tenants will be told of their right to have the repair undertaken within the given timescales or to instruct another contractor (name & contact details provided by Viewpoint) to undertake the work up to the value of £350. If the repair is not completed within the required timescales, tenants will be entitled to compensation of £15 plus £3 for every working day over the maximum period until the repair is completed up to a maximum of £100. Certain exemptions apply and staff will need to refer to a detailed procedure in all right to repair cases. The regulations require that tenants are advised once per year that these regulations exist and the list of contractors that can carry out the qualifying repairs.

A Right to Repair Policy and Procedure is available separately.

16.1 Servicing

16.2 Gas Servicing and Maintenance

Viewpoint will meet all statutory duties in relation to Gas Safety Management and associated health and safety legislation. This will include an annual service of all gas systems in tenants' homes and the keeping of detailed records and monitoring systems. A Gas Safety Procedure is available separately.

16.3 Servicing of Electrical Installations

There is a current statutory requirement for a five-year inspection of electrical installations. Viewpoint will ensure that such inspections are carried out and, the necessary administrative systems are put in place to fulfil these obligations.

17.0 Graffiti Removal

Where graffiti appears on external surfaces, Viewpoint will work to ensure that neighbourhoods are maintained in a good condition and graffiti is removed as soon as possible. Where the graffiti is offensive, this will be treated as an emergency.

Where graffiti appears on internal areas, such as close walls, Viewpoint will instruct the Contractor to carry out the removal. Where it is offensive, this will be treated as an emergency.

18.0 Rechargeable Repairs

Viewpoint provides a comprehensive repairs service with only very few items being considered to be the responsibility of the tenant. This reflects the statutory obligations that Viewpoint has under the Housing (Scotland) Act 2001.

A clear division of responsibility is incorporated into the Tenants Handbook.

The exception to this comprehensive service is where a repair becomes necessary as a result of the wilful, negligent or accidental actions of the tenant's household rather than through fair wear and tear. Under such circumstances, the tenant will be advised of the estimated cost of replacement / repair and be required to lodge this sum with Viewpoint prior to work proceeding. A final account will then be processed when the work is complete.

In an emergency situation and at the discretion of the Viewpoint officer on call, the above procedure can be dispensed with but vigorous efforts will be made to recover costs after the event.

If there were a number of rechargeable repairs on one property then the Maintenance Officer/Admin Assistant would make the relevant Housing Officer aware of this for further investigation in relation to tenancy conditions.

A policy and procedure is available separately.

19.1 Planned Maintenance

19.2 Methodology

Viewpoint is developing information systems to record all maintenance work carried out and will invest in specialist software to assist in planning and costing future maintenance work. The methodology to be used to arrive at planned maintenance programmes and costs will be as follows:

19.3 Inspection

In order to have full knowledge of the condition of the housing stock, regular maintenance inspections are undertaken. The purpose of the inspection will be to assess the performance of components within the property. This information will be used to adjust planned replacement timescales and other defects. It will also be used to check compliance against the Scottish Housing Quality Standard with any deficiencies addressed by incorporating work in the future planned maintenance

programme. If inspections show a new defect or work needing attention within the next year a larger sample of inspections will be undertaken. Inspections will be formally recorded and information used to revise standard replacement schedules on a complex by complex basis.

Additional inspections may be undertaken for housing management purposes including relet activities. Any maintenance problems highlighted would prompt further inspection and investigation.

19.4 Prediction

Standard replacement components, expected lifespans and costs will be devised based on standard property types. This information will be revised on a complex-by-complex basis to take account of variations between complexes and information arising from inspections.

19.5 Programme of Work

Specialist software will be used to plot replacements over time to arrive at a works programme for the entire stock for the next 30 years. As above, this is revised annually to take account of information from inspections and other problems that arise.

19.6 Costings

An estimated cost is applied to every replacement item including works, VAT, fees. Again this is based on standard costs devised from various sources such as recent tenders, industry advice on costs, consultants advice etc. Replacement standards are in line with specifications in our design guide for new properties, which again vary over time.

19.7 Tenant/Resident involvement

Wherever possible tenants will be given advance notice of cyclical and planned maintenance work. The planned maintenance programme is developed on an annual basis and details of proposed works will be issued to tenants. Wherever possible they will be consulted on the works and given a choice e.g. in the colour of a new kitchen. On completion of works tenants' views will be sought via a tenant satisfaction survey. This information will be used to assess the performance of contractors and to bring about service improvements in future. Our Viewpoint Tenants Representative Group and other tenant/resident groups will also be involved in providing feedback and developing policy in relation to planned maintenance.

20.1 Cyclical Redecorations

Paint finishes are maintained as necessary to ensure that external features are adequately protected and internal finishes are maintained in good order. Depending on wear and tear/exposure, different parts of buildings will require different redecoration cycles.

20.2 Inspection

A detailed external inspection of each property is carried out several months before redecoration is due to take place. This provides the information needed to confirm

that redecoration is required, compile the tender documents and specification and organise any work required prior to painting.

20.3 Contract

The redecoration contract is subject to competitive tender. Work will be organised to allow external painting to take place in the summer months. Viewpoint will regularly inspect work with a final inspection undertaken prior to passing accounts for payment.

21.0 Alterations and Right to Compensation for Improvements

Tenants may wish to carry out alterations and/or improvements. Viewpoint's written permission must always be obtained before any improvements or alterations are carried out.

Legislation introduced in 2002 gives tenants the right to receive compensation for certain improvements they have carried out to their homes when their tenancy ends. The legislation establishes the qualifying improvements, the notional life of the improvement, the formula for calculating compensation, minimum and maximum amounts payable, timescales for processing claims and the various qualifications that apply. Staff will therefore need to refer to a detailed procedure on the subject if a claim is received. Tenants will be provided with information in the Tenants' Handbook.

An Alterations and Improvements Procedure is available separately.

22.0 Equal Opportunities and Diversity

This policy meets the aims of Viewpoint's Equal Opportunities and Diversity Policy. All contractors are required to adhere to the principles of this Equal Opportunities and Diversity Policy.

23.0 Confidentiality

All information provided to Viewpoint and contractor(s) in connection with this Policy will be used only to fulfill the obligations of the policy.

Viewpoint will ensure that the requirements of the Data Protection Act 1998 are recognised and met in respect of the implementation of this policy.

Appendix One

VOID PROPERTIES

CATEGORISATION OF REPAIRS

Emergency Repairs

Fire

Flood including significant leaks or flooding from water or heating pipes, tanks, cisterns

No electricity

No gas

No water

No hot water

No heating

Board up/make safe

No access to property (lost keys etc.)

Inability to close/lock external doors or windows at ground level

No lighting in stairwell

Blocked flue to open fire or boiler

Blocked or leaking foul drains, soil stacks or toilet pans (where no other toilet in house)

Toilet not flushing (where no other toilet in house otherwise routine repair)

Blocked sink, bath or drain

Unsafe access path or step

Unsafe power or lighting socket or electrical fitting

Urgent repairs

Faulty sockets, switches or pendants

Faulty storage heaters

Faulty smoke/carbon monoxide detector

Faulty door entry system

Partial loss of water supply

Loose or detached banister or hand rail

Unsafe timber flooring or stair treads

Storm damage (make safe)

Routine Repairs

All other items of joinery, electrical and plumbing work

DIVISION OF REPAIRS RESPONSIBILITIES

Item	Viewpoint	Tenant	Exceptions
Balconies	✓		
Bannister (internal)	✓		
Baths	✓		
Bin Stores	✓		
Brickwork, blockwork, etc	✓		
Ceilings	✓		
Chimney stacks/pots/cowls	✓		
Chimney sweeping		✓	
Cisterns	✓		
Clothes pole	✓		
Cookers - only where provided by Viewpoint	✓		
Communal areas to flats	✓		
Communal TV systems	✓		
Damp-proof courses	✓		
Decoration - internal		✓	
Door bell		✓	
Doors to common area	✓		
Doors/door fittings - external	✓		
Door locks	✓		When tenant has lost or broken the key
Doors - internal	✓		Holes in panel doors
Down pipes, rain & soil	✓		
Drainage- Blockage in internal wastepipes	✓		
Drainage - Excluding above	✓		
Driveways		✓	Where part of pedestrian access to house.
Drying areas	✓		
Electric plugs		✓	
Electric wiring, sockets & switches	✓		
Entry systems	✓		
Fascia, soffit boards, etc	✓		
Fences - garden boundary	✓		
Fences - between gardens	✓		Only when provided by the Association
Floor tiles		✓	
Floorboards	✓		
Foundations	✓		
Fuse box, fuses etc	✓		
Gas central heating/pipes/ radiators/timer/pumps/thermostats	✓		Unauthorised installations and those not adopted by the Association for maintenance
Gas piping	✓		
Garages	✓		
Garden huts		✓	
Gates	✓		Only when provided by the Association
Greenhouses		✓	

Item	Viewpoint	Tenant	Exceptions
Glass - external		✓	Normally, tenants should claim the cost of replacement from their house contents insurance
Glass to internal doors/screen		✓	
Guttering	✓		
Hatch to loft (communal or individual)	✓		
Handrails - external	✓		
Immersion heaters	✓		Unauthorised installation
Keys (replacement)		✓	
Kitchen fittings & worktops	✓		Unauthorised installations and those not adopted by the Association for maintenance
Lifts	✓		
Lighting pendants, roses and lights	✓	some	Sealed bathroom units will be Re-lamp over 10 feet high.
Overflow pipes	✓		
Painting - external	✓		
Painting - internal		✓	
Parking area (communal)	✓		
Paths	✓		
Plaster & plasterboard	✓		
Pumps	✓		Unauthorised installation
Radiators	✓		Unauthorised installation
Rotary clothes lines - exclusive use		✓	
Rotary clothes lines - communal	✓		
Roofs, roof tiles/slates, roof lights	✓		
Roughcast	✓		
Shower unit		✓	Where provided by the Association
Sink bowl & drainer	✓		
Skirting boards	✓		
Smoke detectors	✓		Batteries
Stair lighting	✓		
Taps	✓		
Toilet seats	✓		
TV aerial communal sockets		✓	
Ventilators and fans	✓		Unauthorised installation
Wash hand basin	✓		
Washer on taps	✓		
Waste plugs/chains to basin/bath/sink		✓	
Water heating	✓		Unauthorised installations
Water supply	✓		
WC	✓		
Window frames, sills & Fittings	✓		

Void Lettable Property Standards

The following minimum standards will apply for all empty properties. Additional work may be undertaken in some properties where for example there is a low demand

Component/Item	Standard
INTERNALLY	
Decoration	Decoration throughout the property will be clean and well applied. This includes walls and all woodwork. Where decoration is to be carried out the colours will be neutral and consistent throughout the property. Where work is undertaken, which will affect the state of the existing decoration, this must be made good by the contractor. (Vouchers for decoration can be considered in certain circumstance)
Ceilings	Decoration should be clean and well applied. Polystyrene tiles to be removed.
Floors	Floorboards to be in good condition. Outgoing tenant to remove floor coverings where they are not in an acceptable condition. Floor coverings left by out going tenant must meet safety standards and be clean and in good condition. Non-slip flooring to be provided in kitchen and bathroom areas in all properties except general needs.
Doors	Flat door: consider if barrel/locks requires to be replaced. Lock should be 5 lever deadlock with thumb turn. Paintwork clean and in good condition. Handles/latches/keepers all in working order. Any glass should be safety standard. Internal pass doors in working order: fit and open/close easily with ironmongery intact. Fire doors should meet or exceed (FD30) solid core door.
Windows	Secure with locks and keys (do we supply locks and keys on all windows or only certain levels e,g ground floor?) Restrictors fitted above ground level. Easy to open/close with glass free from cracks Glass and paintwork to be clean Double glazed windows to be checked and free from condensation between panes.

Kitchen	<p>Must meet SHQS standards unless exemptions have been applied.</p> <p>Units in working order and clean</p> <p>Doors and unit doors well fitted – open/close with ease</p> <p>Where applicable ensure fire doors meet or exceed (FD30) solid core door.</p> <p>Fluorescent tubes to be checked and starter units replaced</p> <p>Extractor fan clean and in working order</p> <p>Sink unit – clean and taps, drain and plug working and leak free</p> <p>Appliances provided to be clean and in working order</p> <p>Tiles clean and free from cracks</p> <p>Pipework checked for lead free status</p> <p>Any gas supply pipe to be capped off by exiting tenant where cooker removed</p> <p>Check sinks to ensure bonded</p> <p>Washing machine supply pipes checked for leaks and waste capped off</p> <p>Check water temperature at thermostatic valves in care home rooms</p>
Bathroom	<p>Sanitary wear should be clean with no cracks or chips, toilet seats replaced.</p> <p>Shower units should be in working order and clean – NB over bath showers can only be retained in general needs housing.</p> <p>Tiles clean and free from cracks</p> <p>Extractor fan to be clean and in working order</p> <p>Check pipework for lead free status</p> <p>Any shower installed by tenant should have full height tiling to prevent damage to walls and floors</p> <p>Check sinks/baths to ensure bonded</p> <p>Check water temperature at thermostatic valves in care home rooms</p> <p>Remove shower curtains</p> <p>Non slip flooring to be intact and clean</p>
Heating System	<p>System in working order and visual examination of electrical cables and/or pipework</p> <p>Gas Safety checked where required</p>
Light fitments	Working Order starter units in fluorescent lights to be replaced.
Cupboards	External or internal: doors easy to open/close with ironmongery intact.
Alarm Call Alarms	<p>Pull cords checked and in working order including wireless pendants</p> <p>PIR sensor check and in working order</p>

GENERALLY	<p>Check for any signs of rising or penetrative damp Ensure floors are even for carpet installation Ensure removal of all belongings left by the previous tenant (including cupboards and lofts) Check and note if any adaptations have been carried out Ensure door entry handset is working Take gas and electricity meter readings and switch off supply(ies) test or remove any non-Association focal point fires Drain down water between October and April or at the Maintenance Officer's discretion Check fire alarms are mains wired, battery back up and that the unit is within its expiry date. All mechanical extractor fans to be free of dust and any filters cleaned</p>
INTERNAL COMMON AREAS	<p>Check stair/corridor lighting and if possible ensure pre-set times are accurate Check corridors free of combustible material Walls free of damage and graffiti Check adjacent cupboards to flats for rubbish removal</p>
EXTERNALLY	
External doors	Mortice lock/door entry system checked and the door secure, easy to open/close with ironmongery intact Spy-hole fitted. Glass should be of adequate safety standard and clean
External gutters and down pipes	In working order free from cracks and leaks. Gutters should be clean of weeds/moss and debris.
Gulleys and External Drains	Free of blockages, debris and leaks
External Walls/Roofs	Render should be visually checked for spalling, water damage and structural defects
Roofs	Visually checked for missing tiles, structurally sound and water tight. Flashings, bargeboards and soffits secured and in good order
Fences and Boundaries	Visually checked for integrity/security
Paths	Clear of moss/weeds and trip free.
Gardens	Clear of rubbish
COMPLIANCE	
Safety Checks	Gas CP12 (where appropriate), electrical and EPC checks will be carried out and copy certificates provided to new tenants
Smoke/Carbon Monoxide	Detectors tested and where appropriate new batteries fitted.
Vermin	Property and surrounds should be visibly clear of vermin.
Asbestos	Check artex, vinyl tiles, pipework or flues for any signs of asbestos and its condition : if in doubt request a survey by the Association's appointed Asbestos Surveyor