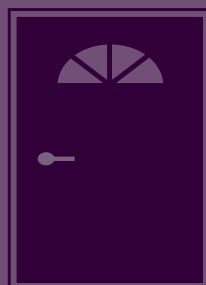


Void Lettable Standard



Contents

1.	Introduction	3
2.	General	3
2.1	Security	3
2.2	Upgrades and capital works	3
2.3	Rubbish clearance	3
3.	Void lettable standard	3
3.1	Kitchen	3
3.2	Bathroom	4
3.3	Doors and windows	4
3.4	General	5
3.5	Electrical safety	5
3.6	Gas safety	5
3.7	Fire	6
3.8	Asbestos	6
3.9	Water	6
3.10	Damp and mould	6
3.11	Flooring and floor coverings	6
3.12	Decoration	6
3.13	Cleaning	7
3.14	External	7
4.	Gifted items	8

Version	1.0	Related documents	Asset Management Strategy
Last reviewed			Disabled Adaptations Policy
Responsible officer(s)	N		Policy Statement - Damp and Mould in the Council's Housing Stock
Approved by MT			Canterbury City Council Corporate Plan 2024-2028
Next review date	December 2027		Climate Change Action Plan
			Rechargeable Works Policy
			HRA 2016 Tenancy Agreement
			HRA Tenancy Handbook
			Reactive and Planned Maintenance Policy

1. Introduction

This is the lettable standard for Canterbury City Council's (CCC) empty properties where a tenancy has ended, and the property is being prepared for relet to a new tenant. and sets out what an incoming tenant can expect from their property when they move in.

The reasons we have set a standard is to ensure that:

- we are consistent with the quality of our properties on relet and incoming tenants will know what to expect on move-in day;
- we meet our statutory obligations as a landlord and that our properties are safe and to an acceptable standard for a tenant to move into; and
- we achieve value for money both in terms of relet times and work delivery.

2. General

The following items are general items that apply to the void process and are to be followed where needed in every void. Our overarching principle is that all properties meet the following criteria:

- wind and watertight;
- safe and secure;
- the kitchen and bathroom will meet decent homes standards;
- an energy performance survey is carried out or has been in the previous five years;
- safety checks are carried out including heating (gas, electric and solid fuel), electric supply and smoke/carbon monoxide detectors; and
- supporting good health.

2.1 Security

Our void contractor will make sure every void property is fitted with a key safe set to a suitable and agreed code. This will allow our other contractors and staff to gain access to the property as necessary

2.2 Upgrades and capital works

When a property becomes void before the inspection takes place the Voids Clerk of Work will enquire about the future capital improvement plans for the property and shall undertake to do all works required within the property, such as kitchen, bathrooms, insulation as necessary to prevent any reattendance within the next 36 months for such capital work. These works should be charged to the Capital cost code.

2.3 Rubbish clearance

Any rubbish and debris should be removed before works are started. All rubbish left behind should be charged to the outgoing tenants in line with the rechargeable works policy.



3. Void lettable standard

3.1 Kitchen

All work surfaces will be secure and free from cracks or burns and safe for food preparation.

Kitchen units should be in good working order with all drawers and doors opening and operating correctly.

Non standards kitchens in good condition will be left in situ and where partial replacements (single drawers, cupboards, worktops) are required, these will be replaced using the agreed standard.

Where required all plinths will be fitted.

Hot water supplies will be checked. Where there is no active supply, the hot water will be checked when the property is let.

Dispose of cooker and/or hob and leave a space (minimum of 600mm) for a cooker and a cooker connection point. For both gas and electric if gas is available.

There will be at least one double electric socket, where space permits.

There will be space for a fridge/freezer and where space permits a washing machine. (Unless in sheltered housing where there is a communal laundry where only a space for a fridge/freezer will be provided. A cold-water washing machine isolation connection, waste and fused spur will be provided.

The stop valve to be accessible tested and if a replacement is required a ball valve lever turn type is to be fitted for future low maintenance.

Replace extractor fans to a humidistat fan.

Kitchen floor covering must be slip resistant and free from damage and trip hazards.

If outgoing tenant has replaced with unsuitable flooring the replacement will be recharged to the outgoing tenant in line with the rechargeable works policy.

Wall tiles three rows high should be fitted around kitchen worktops and be free of cracks.

3.2 Bathroom

Sanitary ware will be cleaned and free from chips, cracks, and leaks.

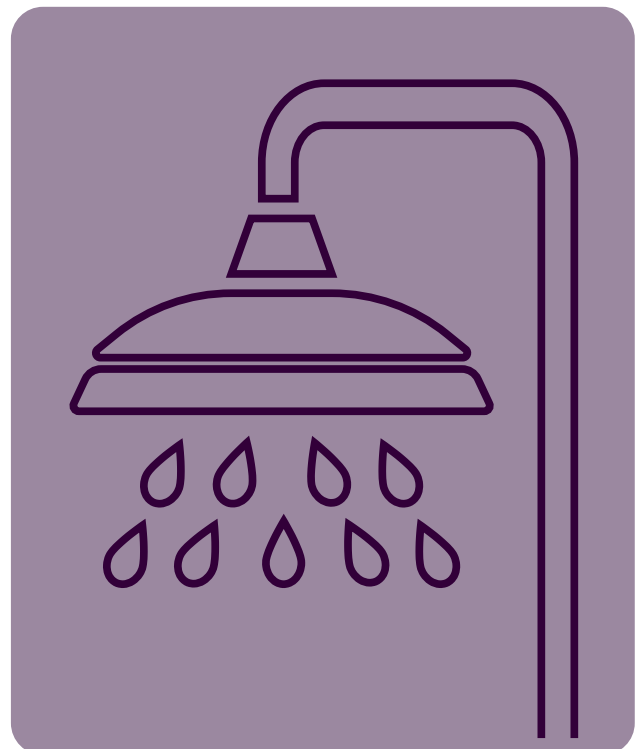
The WC will be fitted with a new toilet seat.

Any glass shower screens will be removed and be replaced with a curtain pole and curtain (incoming tenant is responsible for replacement of curtain pole and curtains).

Replace shower head and hose.

All sanitaryware will have working taps, plugs and chains.

There will be at least three rows of wall tiles as a splash back around the wash basin and baths.



Where there is a shower, the walls will be fully tiled in that immediate area only.

Replace extractor fans to a humidistat fan.

Bathroom floor covering must be slip resistant and free from damage and trip hazards. If outgoing tenant has replaced with unsuitable flooring the replacement will be recharged to the outgoing tenant.

3.3 Doors and windows

All broken, cracked or misted glass will be replaced.

All rooms will be fitted with a door where all latches, locks, hinges, and handles will operate correctly and safely.

The main front door lock and back door lock will be changed, and two keys will be provided. Any additional lock changes will be the responsibility of the incoming tenant.

Any windows with locks or restriction devices will be checked and be fully operational. Windows will be assessed and life expectancy updated.

Windows on the first floor and above will have window restrictors: where none exist, a window restrictor will be added.

All meter cupboard keys will be provided.

Inspect internal doors for damage and repair/replace as required (if damage is caused by misuse of previous tenant, then a recharge for damage or replacement will be sought).

3.4 General

Balustrades and handrails on staircases will be in place and secured; ranch style balustrades should be risk assessed. Should the risk be rated high, balustrades should be enclosed. All

balustrades will be safe and secure meeting BS EN 1991-1-7/Part K of the building regulations.

All floor surfaces will be safe and secure.

The property will be free from damp and mould.

Where there is a loft, it will be clear and emptied, check that existing firebreaks are intact and repair as necessary.

We will check that the loft insulation is a minimum of 270mm.

Water supplies will be isolated in long term void properties.

Where found, any polystyrene ceiling tiles which have been fixed to any ceiling are to be removed and the ceiling made good if required.

3.5 Electrical safety

Any danger present (C1) or potentially dangerous (C2) faults will be rectified. All switches, sockets and fuse boxes will be free from cracking and will be properly secured. All further investigations (FI) will be fully investigated and rectified.

An electrical safety certificate will be supplied which confirms the electric installation is safe to use and a clean one issued once all remedials have been carried out.

Lamps (commonly known as bulbs) are the responsibility of the tenant; however, lamps will be provided where missing. There will be at least one light fitting per room including the staircase and hall and landing.

Rooms that have spotlights will be changed to approved spotlights where they are not fire rated and or installed correctly. (This is recharge item to the outgoing tenant if spotlights are not fire rated or not installed correctly).

All electrical sockets, light fittings and switches should be clean and undamaged.

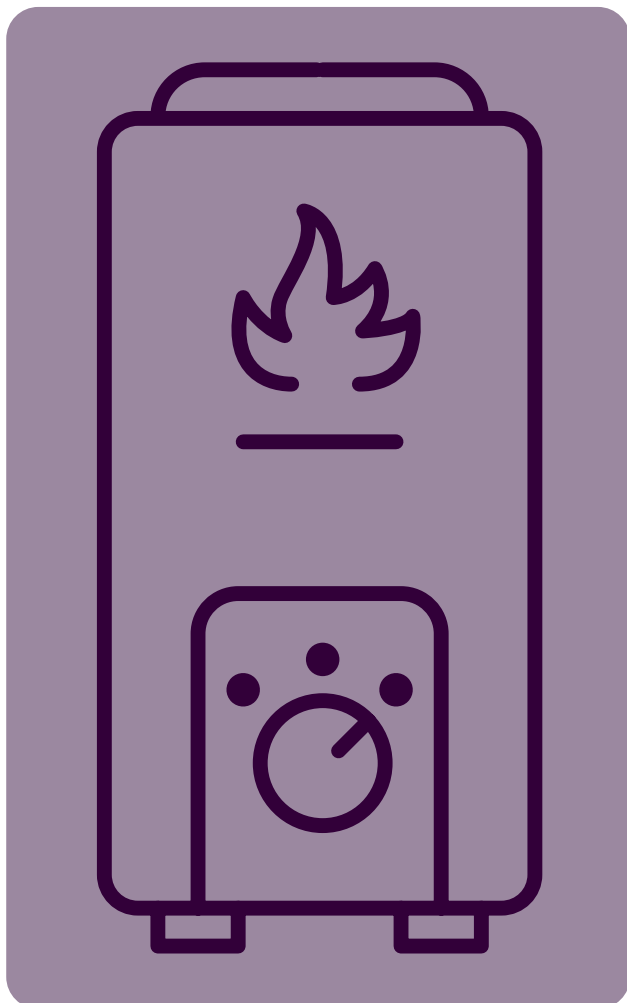
3.6 Gas safety

Any gas fires will be removed as well as the tiled fireplace surround. Any opening will be blocked up, replastered and a vent provided.

If it already exists, the gas cooker point will have a bayonet fitting. It will be the tenant's responsibility to ensure that a gas safe registered engineer installs any gas appliances such as cookers.

No new or replacement gas cooker points will be installed.

Gas supplies and equipment will be checked to ensure that no tampering has taken place by the outgoing resident. The new tenant will be supplied with a new LGSR.



A mains operated hard-wired carbon monoxide detector will be present in line with the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 where there are carbon producing appliances. Where there is no carbon monoxide detector present one will be fitted.

3.7 Fire

Fire detection will be installed to LD2 Standard. Smoke detectors will be suitably located in line with The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.

Mains operated hard-wired smoke alarms will be installed where no hardwired smoke alarm currently exists.

Fire doors and mechanisms are checked and where necessary repaired or replaced and the appropriate certificate issued.

3.8 Asbestos

We will review existing asbestos survey information prior to carrying out any intrusive void work, day-to-day repairs, planned maintenance or refurbishment work.

Where there is no asbestos information, prior to the work taking place, we will commission a refurbishment/demolition survey to the areas of the property that are likely to be disturbed as part of the proposed works.

We will also undertake a management survey to the remainder of the property as part of the same refurbishment/demolition survey. Once completed, survey details will be provided to the relevant operatives or contractors.

Where the repair or planned improvement work is carried out by any of our contractors or strategic partners, we will continue to hold the asbestos register and survey information

and will co-ordinate this and make the relevant information available to them. Where surveys are required, we will commission the appropriate survey, make the information available, and update our register.

3.9 Water

When properties become void, we will ensure that void properties are subject to the following checks and procedures:

- each property will be checked for dead legs, which are runs of pipework that are no longer in use or a pipe that has become isolated from the regular flow of water; and
- shower heads to be replaced.

3.10 Damp and mould

Any evidence of damp and mould will be investigated by the Voids CoW, contractor and if necessary, a surveyor at pre-inspection and diagnosed and solution specified, for example, extract fans/insulation.

3.11 Flooring and floor coverings

Serviceable waterproof slip resistant coverings in both kitchen and bathrooms.

Loose timber flooring to be securely fixed and free from any trip hazards.

Floor grippers and tracks to be removed where required.

Damaged/broken/loose floor tiles with asbestos containing materials to be removed by asbestos specialist. These tiles should be made good but not total replacement.

3.12 Decoration

The acceptable standard for decoration is that the walls and ceilings shall be in a good state of repair and ready for decorating.

Minor indentations, holes and cracks will be deemed acceptable.

Minor damage and chipped paintwork are considered acceptable.

All newly plastered wall and/or ceiling areas are to be covered with mist coats of emulsion paint.

If wallpaper is damaged or falling off, then this should be removed ready for redecoration by tenant.

No decoration will take place unless there is extreme graffiti and only in the affected areas. It is expected that the incoming tenant redecorates.

3.13 Cleaning

All properties to be left in clean and clear of any belongings this includes:

- all damp and mould will be cleaned with a fungicidal cleaner;
- all cobwebs removed and the property swept out;
- the kitchen works tops surfaces and sinks to be cleaned and cleaning residue to be rinsed away;
- the bathroom fittings (including sinks, WC, bath, and showers) to be cleaned and free from lime scale and water stains;
- toilets to be cleaned fully including the back, front and around the U bend;

- all doors (internal and external), doorframes, windows, window frames, windowsills, skirting boards, radiators and pipe works should be washed down, wiped clean and free from any additional film or stickers;
- all storage cupboards to be swept and mopped;
- all rooms and stairways to be swept; and
- any exceptional clearance within the property will be recharged to the outgoing tenant in line with the rechargeable works policy.

3.14 External

Any permanent outbuildings will be cleared before the property is occupied and any broken or damaged glazing will be removed.

Wooden sheds will be cleared and checked, if in poor condition will be removed and recharged to outgoing tenant as should have been disposed of in line with the rechargeable works policy. If in good condition will be gifted to the incoming tenant who will be responsible for ongoing maintenance/repairs and/or replacements.

All greenhouses will be removed, and costs of removal recharged to outgoing tenant.

We will ensure the front access path is free from any trip hazard access will be safe and not restricted.

We will ensure any additional paved or concrete areas will be free from any trip hazard, for example, raised and broken paving slabs.

The garden will be cleared of any large rubbish and debris.

Large trees and shrubs (above 1.8m) will be trimmed/cut and will be the responsibility of the incoming tenant.

Note: Grass will not be cut, small trees, shrubs and bushes will be left

All other garden maintenance is the responsibility of the incoming tenant.

Any exceptional garden clearance with be recharged to the outgoing tenant.

Fencing repairs which are needed but haven't been carried out where they were a tenant responsibility will be recharged to the outgoing tenant in line with the rechargeable works policy.

Any ponds will be filled in and all debris removed (it is the responsibility of the outgoing tenant to ensure that ponds are filled in therefore this would be a recharge to the outgoing tenant).

If decking is installed this is to be checked and if safe/undamaged it should be retained. If not, it shall be removed and will be charged to the outgoing tenant in line with the rechargeable works policy.

4. Gifted items

Items identified within this standard as gifted when left in situ become the full responsibility of the incoming tenant, this includes all repairs, replacement and disposal costs, such as decks, sheds etc.