

Appendix B



Lettable Standard

Derby Homes Lettable Standard is the minimum standard for the specification of repair work to all void properties prior to re-letting.

External Fabric of Building

1.0 External Walls

1.1 The walls should be sound, and capable of preventing water penetration and damp.

2.0 Roof

2.1 The roof will be watertight. Any loose tiles will be made safe or replaced.

3.0 Windows

3.1 Windows will be secure and fully serviceable with glazing intact (including the double-glazing seal).

3.2 Windows will be checked to ensure they open/close and that the handles work correctly. We will provide a minimum of 2 locking keys per property, and these will be left in the property after the works.

3.3 Restrictors will be fitted on upstairs windows.

3.4 Where there are ventilation systems, they must be in good working order.

3.5 All tenant fitted window locks will be removed.

4.0 External Doors

4.1 External doors should be sound, secure, in good working order and capable of providing adequate security protection and prevent wind and water penetration.

4.2 All external doors will be fitted with British Standard locks.

4.3 All external doors will be fitted with safety glass only.

Internal Elements

5.0 Clearance

5.1 All rubbish and debris to be removed.

5.2 The property will be fumigated and treated for pests where required.

5.3 All furniture and carpets are removed if required. If floor coverings are in good condition, they may be left at the discretion of Derby Homes Staff. On occasion, furniture or carpets may be gifted to the new tenants. A disclaimer will be signed to ensure Derby Homes are no longer responsible for the maintenance of these items.

5.4 All roof spaces will be cleared of any rubbish.

6.0 Internal Doors / Joinery Items

6.1 All doors to be free of major impact damage, be operational and incorporate all appropriate door furniture.

6.2 All bathroom doors to be fitted with an operational locking handle.

6.3 Glazed doors will be replaced if it does not meet the legal requirements.

6.4. Internal doors which are replaced may not match existing internal doors.

6.5. All fire-resistant doors must have an adequate door closing device.

6.6 All architraves and skirting boards will be intact and matched up where possible – where unable to obtain an exact match they will be as near as possible and will not be joined to match mid length on one wall.

7.0 Wall Finishes

7.1 Mastic sealant or grouting should be in place at the joint between sanitary units, work tops and wall tiles. If the sealant or grout is discoloured or dirty it will be removed and reapplied or cleaned as appropriate.

7.2. A minimum of one course of wall tiles or an upstand should be present to form a splash back in the bathroom and kitchen. If replacement is required, this will be on a like for like basis.

7.3 Remove any drawing pins, sellotape, blue tack, picture hooks and nails from all walls.

7.4 Walls should be in a suitable condition for redecoration. However minor plaster repairs (cracks and small holes) are the tenant's responsibility.

7.5 Any hanging wallpaper will be glued back where possible or neatly trimmed and not left hanging.

8.0 Ceiling Finishes

8.1 Ceiling plaster is to be in sound condition. Any hanging wallpaper will be glued back where possible or neatly trimmed and not left hanging.

8.2 All polystyrene ceiling tiles and coving are to be removed and the ceiling must be left in a suitable condition for redecoration.

9.0 Floor Finishes

9.1 Floor screed, floorboards and existing floor finishes that are to be retained must be in safe and sound condition.

9.2 Carpet grippers to be removed in door openings and on staircases.

9.3 Floor covering should be present on solid ground floors in bathrooms, kitchens and toilets.

10.0 Fixtures and Fittings

10.1 All fixtures and fittings to be retained including cupboards, built-in wardrobes and kitchen units must be in good working order.

10.2 Unless prohibited by the size, all kitchens should have a minimum of:

- 1 single drainer over unit
- 1 double base unit with work top
- 1 double wall unit
- Min of 1 m of work top
- 2 double power point socket
- Spaces and an electric/ gas supply will be left for white goods where the kitchen is of adequate size. On rare occasions, a socket/ plumbing may be installed elsewhere to allow for a fridge freezer/ washer.
- Plus 1 single wall unit for two-bed property
- Plus 1 double wall unit for three-bed + property.

11.0 Services

11.1 Central heating systems to be checked and in full working order when let.

11.2 Where no central heating is provided due to faults found when reconnecting and testing the gas and/ or appliances, two temporary heaters can be left. DH will aim to resolve any repairs within 1 to 3 days.

11.3 Where meter issues need resolving with the suppliers, it is the responsibility of the new tenant to resolve these with their suppliers. Once complete, the reconnection can be raised in the normal way.

11.4 All gas and electric systems (including smoke alarms and carbon monoxide detectors) will be tested, and certificates issued.

11.4 All existing gas/ electrical/ water and hard-wired smoke alarm systems within the dwelling will be safe and functional.

11.5 All burglar alarms will be removed.

11.6 All redundant storage heaters controls will be removed from the property.

12.0 Sanitary Fittings

12.1 All toilets, cisterns, baths and wash hand basins should be secure and fully functional.

12.2 New toilet seats and shower curtains will be fitted to all properties.

12.3 All taps must be fully functional and fit for purpose.

12.4 All water wastes must be free from blockages and fit for purpose.

13.0 Decoration

13.1 Decoration will only be carried out in rooms where the void has been affected by mould growth, extreme dirt/ grease, and nicotine staining or offensive graffiti.

13.2 Where the existing decoration is of poor quality, a decoration voucher will be offered as a contribution towards decorating. This will be on a property-to-property basis, authorised by the Supervisor, Patch Manager or Estate Officers where appropriate (maximum of £30.00 per room).

13.3 Walls, internal joinery and ceilings must be fit to be decorated by the new tenant without major repair

13.4 The Supervisor may order a full decoration of the property if the decoration is in a poor state and the property is difficult to let. This may be in consultation with the Housing Manager.

14.0 Smoke Alarms and Carbon Monoxide Detectors

14.1 Smoke alarms will be installed on each level of the property.

14.2 All smoke alarms will be interconnected.

14.3 All smoke alarms must be tested and fitted to current regulations.

14.4 Carbon Monoxide detectors will be tested where fitted.

15.0 Asbestos

15.1 A visual inspection for asbestos will be carried out by a surveyor. Any damaged Asbestos will be removed. Individual asbestos garages will also be removed.

15.2 The asbestos database should be checked prior to the void inspection. The current report is printed by the Local Office and left in the property by the Gas Engineers.

15.3 An Asbestos Management survey must be completed prior to re-let if not already completed.

15.4 An Asbestos Refurbishment survey will be requested where major works are required or where suspect materials are found.

16.0 Cleaning

16.1 A surveyor may request a pre- clean prior to any work or viewing taking place if the property is considered unhygienic. This can be a full or partial clean depending on the circumstances.

We will clean:

16.2 All cobwebs to be removed.

16.3 Electrical sockets, light fittings and switches.

16.4 The kitchen sink and work surfaces, and inside and outside all kitchen units and cupboard drawers will be cleaned with hot water and disinfectant.

16.5 Cooker, fridge / freezer spaces will be cleaned accordingly.

16.6 Bathroom fittings (toilet, sink, bath or shower tray) including removal of lime scale, where appropriate.

16.7 Internal windows including glass, frames and sills.

16.8 All doors, including the front door and door frames inside and out including the threshold.

16.9 The front and back of radiators (as far as possible).

16.10 All skirting boards.

16.11 All storage cupboards.

16.12 Stairways and steps.

16.13 All tiled areas.

16.14 All floors – these will be swept and mopped and where possible we will remove scuff marks. All floors will be mopped with hot water and disinfectant.

16.15 Properties will be left free of unpleasant smells by using air fresheners when appropriate.

16.16 Derby Homes Supervisors and Cleaning Supervisor to carry out joint quality spot-checks.

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16.17 If the property would benefit from a further clean following a delay in letting, this may be requested by the Local Office.

17.0 Gardens

17.1 Gardens will be cleared and safe for use with cuttings raked up and removed from site.

17.2 All garden sheds in communal areas will be removed.

17.3 All sheds not in communal areas that are in good condition may be left at the discretion of Derby Homes Staff- a disclaimer will be required.

17.4 Gardens should be cleared of any accumulated rubbish and debris (including burnt remains).

17.5 Loose items in outhouses will be removed.

17.6 Paths, patios or hard standings are to be left in a safe condition.

17.7 Broken or collapsed fencing should be removed if it belongs to the property.

17.8 Gates to rear gardens should be in reasonable condition and secure.

17.9 All outhouses, not attached to the main building, which are in poor condition, has asbestos present or is a health and safety risk within its structure should be removed off site.

17.10 All dustbins to be emptied.

17.11 4ft fencing will be fitted to the front elevation where applicable.

17.12 6ft fencing will be fitted to the rear where applicable.

17.13 Post and rail fencing will be fitted where small areas of the boundary need establishing (such as gaps in hedges).

17.14 Where applicable, hedges will be cut to 4ft front, 6ft rear. The grass will also be cut where required and any brambles removed. Where possible this will be carried out during the void work, or shortly thereafter.

17.15 The Local Office can request a further cut if there was a delay in letting a property and the grass and hedges have grown.

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18.0 Furniture Pack

18.1 All electrical items will be PAT tested (portable appliance testing) in accordance with the electrical regulations. This is to ensure the electrical safety of all appliances left.

18.2 All furniture pack carpets, and soft furnishing will be cleaned.

18.3 All white goods will be cleaned.

18.4 All furniture pack mattresses will be replaced.

18.5 Any furniture pack items that are no longer fit for use will be removed at the discretion of the Supervisor or Local Office.

19.0 General

19.1 Test certificates and documentation relating to the current void will be scanned electronically.

19.2 All properties will have a completed Energy Performance Certificate on sign up.

19.3 Building trades will complete a compliance tick sheet for all completed voids. The tick sheet is designed in accordance with the lettable standard to ensure the standard is met.

19.4 Supervisors will carry out a 10% check of all completed voids. This enables the supervisors to have confidence in what is being handed over, but also to improve performance where required. This should maintain standards of completed voids.