



# Void Standard

Revised Version – January 2019

## Introduction

The purpose of the Void Standard is to ensure a consistent approach is applied to all void properties and should be read in conjunction with the Void Properties Procedure Note (Voids Protocol).

The standard has been set in relation to the budget available. This equates to an average sum of approximately £1000 per void. All those involved in the void process have a responsibility to ensure that the cost of works carried out in a void is in line with the budget.

The void standard is a minimum standard required to let a dwelling and has the core principles of safety, security, cleanliness and repair. It is **not** a modernisation or improvement standard and individual items of replacement should only be considered where repair is not viable.

Where dwellings are likely to cost substantially more than the average cost; i.e. where they are likely to cost more than £5,000, then a dialogue with Berneslai Homes Asset Management Team needs to be established prior to the commencement of major works. See Void Properties Procedure Note (Voids Protocol).

For those voids which are 'hard to let' and need works exceeding the standard, in order to be attractive to prospective tenants, then such works can only go ahead where additional funding has been identified and approved. Similarly where prospective tenants have specific requirements in order to occupy a dwelling additional funding sources need to be identified and the works approved.

## Quality Void Standard: Core Principals

The core principles of the void standard are that each void dwelling when offered should be:-

- Safe
- Secure
- Clean
- All Core Services in Working Order

As part of the voids process, the relevant Service Provider will need to complete the relevant voids checklist – see Checklists A, B & C.

**Note:** Any 'follow-on' / additional works identified must be agreed with the Asset Management Voids Team and set out clearly on the Void Information / Follow-On / Additional Works sheet – See Appendix 'A'.

## The Dwelling Should Be Safe

- The complete electrical installation should be tested and certified to say that it is safe; this is to include any smoke or fire alarm fitted. Items that require upgrading to fully comply with the latest IEE Regulations should be noted on the certificate for action at the next rewire. These items should not be changed as part of the void standard unless they are considered to be un-safe  
**Note:** If the property has a Solar PV system installed, it should be confirmed that this system is turned on and that the electricity mains supply is also left turned on and not isolated. This will allow the PV system to generate whilst the property is void.
- The gas installation, including any fixed appliances should be tested, and certified working safe in compliance with current regulations. Where there is an overdue gas service or the annual gas service is due within the 60 day period, the appliance/s will also be serviced as part of the overall voids work.
- Solid Fuel appliances should be fully serviced, checked and certified working safe and a smoke test of flues undertaken. A Carbon Monoxide Alarm is to be fitted in any domestic room containing a solid fuel appliance (if none exists) and new or existing carbon monoxide alarms are to be tested and checked to ensure that they are in date.
- In properties that have a cellar, a suitable dust resistant smoke alarm shall be installed.
- On normal routine voids, a full management asbestos survey is to be carried out as a minimum where no other survey information is available on the asbestos register contained in PIMSS. Partners must procure surveys in accordance with the "asbestos protocol" (refer also to Procedure Note 'A' and associated Flow Chart) prior to carrying out any void works. All findings are to be reported back to the Berneslai Homes Asbestos Control Officer.
- On non-routine (Major Works) voids where there is no other survey information available, a full refurbishment/demolition (R & D) asbestos survey must be carried out prior to work commencement. All findings are to be reported back to the Berneslai Homes Asbestos Control Officer.
- On all newly acquired properties where there is no other survey information available, a full refurbishment/demolition (R & D) asbestos survey must be carried out prior to work commencement. All findings are to be reported back to the Berneslai Homes Asbestos Control Officer.
- Where an asbestos survey has identified Asbestos Insulation Board (AIB) within a void property, please refer to the Asbestos Control Officer for a decision to be made regarding any remedial actions.
- The dwelling should be checked for damp. If minor damp is detected then this will be treated as part of the voids work. Any major damp issues should be

referred to the Asset Management Team on the VAL sheet. This damp check should also include checking ground floors and cellars where applicable.

- Any fire doors and fire prevention mechanisms are checked and if necessary repaired. Where the Service Provider has obvious concerns in relation to fire doors then they should refer these through to the Fire Safety Officer within the Asset Management Team.
- Any glazed internal doors should be assessed for risk to the occupants. The service provider needs to establish if the glazing is safety glass. If it is not and the risk is high e.g. large glass area, low level in family accommodation and or at the bottom of a stair, the door should be changed or the glazing replaced with safety glass. Safety glass should be marked accordingly.
- Footpaths/Ramps/Steps to the property should be free of tripping hazards.
- Stair treads, banisters and any handrails both inside and outside the dwelling should be checked for security. If the property does not have a handrail to any stair between the ground and upper storeys, then one is to be provided.
- Floorboards and any fixed floor coverings should be secure and free from any tripping hazards.
- Timber floors are to be inspected for beetle infestation and signs of rot and appropriate remedy carried out where needed
- Where found, any polystyrene ceiling tiles which have been fixed to the kitchen ceiling are to be removed and the ceiling made good if required.
- Mains operated hard-wired smoke alarms will be installed where no hard-wired or battery operated smoke alarm currently exists. If it is not possible to do this owing to the presence of asbestos or other reasons (i.e. concrete ceilings) then the fitting of a battery operated smoke alarm with a 10 year battery life should be used instead. In all cases a minimum of one alarm per storey will be installed.
- Where a property is void between the first day in December and the last day in February then the mains water supply to the dwelling will be turned off at the stop tap and all taps (hot and cold) opened up to minimise risk of burst damage whilst empty. The central heating system will also be drained down. Note: Where there is either an Air Source or Ground Source heating system installed or the void property is part of a District Heating Scheme, this should **not** be drained down.
- Improvements made to properties by tenants that are safe, in good condition and are in full working order are to be left subject to prior discussion with the Asset Management Team.
- Built-in oven and hobs as well as integral appliances that are safe, in good condition and are in full working order are to be left subject to prior discussion with the Asset Management Team (please see Procedure Note – B).

- Toilet seats are to be intact and safely fitted.
- WC pans are to be replaced if they are found to be cracked
- Out buildings are to be checked to ensure they are not hazardous or dangerous.
- Where Kitchen door openings have been modified by the previous tenant as in cases where they have formed an archway through to the kitchen, these should be re-instated and the tenant recharged accordingly.

## The Dwelling Should Be Secure

- All doors and windows will be checked for ease of operation and security.
- External door locks will be changed and replaced with re-cycled locks from other void properties wherever possible.
- Service provider to ensure that keys are available for all outside stores where applicable
- All windows must close and be able to either be latched or locked shut. Where windows benefit from existing window locks, these will be checked and keys provided where possible.
- Door entry systems (where applicable) will be tested for correct operation.
- Any cracked or broken glass will be replaced.
- Any existing burglar alarms installed by previous tenants will be tested and if in working order will be offered to the new tenant with their written agreement on accepting responsibility for future maintenance. If the tenant does not wish to operate the alarm or the alarm is not operational, the alarm is to be disabled and left in-situ and the new tenant informed by the Housing Management Team.
- Where there are missing external meter box cover (i.e. both gas and / or electricity) these should be passed through to the Asset Management Team for inclusion on a future Planned Maintenance scheme.

## **The Dwelling Should Be Clean**

All dwellings are to be brought up to the same good standard of cleanliness and are to be certified as clean by the completion of Appendix B – Void Valeting Checklist Certificate - Internal

Thorough cleaning of the dwelling should be the last act of work prior to handover for final letting or occupation. However it is important that persons carrying out work activities prior to the final clean also clean up following completion of the job.

### **Standard of Internal Cleanliness**

#### **1. Internal Clearance of a Void**

- Internal clearance applies to all rooms, circulation spaces, storage cupboards, external stores that form part of the original design of the building irrespective as to whether or not they are attached to the building, the roof space, the loft space, cellars (where applicable), external WC's and internal link garages.
- All furniture, rubbish, remaining goods, personal effects, loose electrical equipment and clothes. All laminate flooring and loose floor coverings (carpets and the like) are to be retained unless they are in a really poor or unsafe condition. The property is to be free from all discarded drugs or sharps and needles. All waste material is to be removed from the property and taken on the day of removal to a licensed disposal or storage site as appropriate.
- The Service Provider will arrange for fumigation or other appropriate treatment of a void to take place if evidence of vermin or insect infestation is found.

#### **2. Internal Cleaning of a Void.**

- Cleaning is to be done using appropriate cleaning equipment and safe cleaning materials.
- All floors and stairs are to be swept and wet mopped. Bathroom floors are to be disinfected. Any excess moisture / water to be fully removed as part of cleaning process.
- Remove all scuffs and paint splashes (where possible)
- Where fitted any Wet Room Safety Floor Covering that is found to be in really poor condition and/or very badly stained these are to be initially steam cleaned. If the Service Provider is still unable to clean the floor satisfactorily then this will need to be referred back to the Asset Management Voids Team. Photos must be provided ASAP so that the Asset Management Voids Team can decide if this work is to be carried out as part of the Routine Void or on a future Planned scheme.
- Any offensive graffiti is to be removed.

- Any areas of 'Black Mould' are to be washed down with an appropriate anti-fungicide in accordance with the mould specification. If mould is visible on or beneath the wallpaper, the wallpaper shall be removed and mould treatment works carried out accordingly. Treat or replace any mould affected grouting or sealant.
- Loose wall coverings only are to be removed.
- Clean down all doors, doorframes, architraves, including both sides of any external doors, skirting boards, internal windows, window frames, cills, radiators (including behind the radiator) and pipe work
- Remove all drawing pins, nails, screws, picture hooks, carpet grippers, fixings and the like from all surfaces.
- All electrical sockets, light fittings and switches are to be thoroughly clean. If electrical fittings are badly stained (i.e. badly ingrained staining which cannot easily be cleaning off) then these should be replaced.
- Ensure cobwebs are removed from all areas.
- Kitchen units, including all work surfaces, cupboards, drawers, boiler casings, cooker hobs, ovens, extractor fans / cooker extractor units, sinks, baths, showers, WHB's, tile splash backs, taps, WC pans, WC seats, cisterns and pipe-work are to be cleaned and sanitised.
- If extensive cleaning is required then this needs to be discussed with the Asset Management Team beforehand.
- All extractor fans are to be cleaned
- All rooms are to be deodorised.

### **3. External Clearance and Maintenance of Void Gardens and Surrounds**

An order is placed by Housing Management Team for Neighbourhood Pride to carry out any necessary garden clearance. Neighbourhood Pride will carry our work in accordance with the schedule below and certify that the works are done by completing Appendix D – Berneslai Homes – Quality Standard Checklist for Outside Clearance of Empty Properties.

Whilst it is accepted that this work is to be carried out by Neighbourhood Pride, the Service Provider will primarily take photographs of any gardens / external structures which are left in a condition that is deemed to be rechargeable. These photographs must show the existing condition of the garden / structure with a view to assisting with any recharges. These photographs will then be submitted to the relevant HMO for enforcement action as necessary.

- All rubbish left in gardens, garage and sheds to be removed as soon as possible after handover to a partner contractor. Special care shall be taken to remove broken glass and sharps

- Vegetation is to be strimmed to 150mm in the gardens where specifically required within an agreed target deadline.
- Grass is to be cut to a minimum height of 25mm or 100mm where this is not possible within an agreed target deadline. Occasionally a second cut may be required where specifically ordered.
- Hedges to front, side and rear garden areas to be trimmed to a tidy height not exceeding 1.8m within the agreed target deadline.
- Bushes and trees are to be trimmed where specifically required and within an agreed target deadline.
- Any growth impeding paths to front, rear doors, garages and sheds to be cut down/removed within an agreed target deadline.
- All moss to be removed from paths.
- Improvements made to the garden by the previous tenant should be removed only if they are in a dangerous condition. This is to include sheds, patios, paths, greenhouses ponds and water features etc. (this list is not exhaustive and may need to be subject to further discussion with the Housing Management Team). If ponds are considered not to be in a dangerous condition then as a minimum any fish should be relocated and the pond drained prior to the property being let. Consideration here should be given to future maintenance/liability costs and the cost of removal in making the decision to remove. Any asbestos issues for example tenant erected asbestos garage, should be referred to Berneslai Homes Asbestos Control Officer within the Asset Management Team, by the relevant Housing Management Officer responsible for the void. If any issues (asbestos, large cost items) are identified by clearance teams for e.g. Neighbourhood Services, they are to be raised with Housing Management Team for agreement on actions required before work proceeds.
- All waste material is to be removed from the property and taken on the day of removal to a licensed disposal or storage site as appropriate.
- On clearing rubbish, debris and overgrowth from gardens, Neighbourhood Pride will bring to the attention of the Housing Management Team areas of concern such as covers missing from inspection chambers or other similar dangerous hazards found in the garden.

#### **4. Void Decoration**

Void decoration is not carried out as part of this standard.

## All Services in Working Order

- Sources of heating are covered earlier in this document.
- Existing immersion heaters will be in working order.
- Existing showers will be in working order.
- Where accessible a general check of the property will be carried out and minor items of repair remedied
- Where accessible a general check of the plumbing system will be undertaken for any signs of leakage and stop taps will be clearly labelled.
- All heating system controls (Boiler controls, Programmers, TRV's and the like) will be checked to ensure they are working correctly and will be fully explained to the new tenant/s and manuals/instruction leaflets provided at all times. This will be done when the gas to the property is un-capped. In cases where solid fuel central heating is installed, then a separate order would be raised by Berneslai Homes at the tenants request
- Where the heating system is an 'Air Source' heating system, the Service Provider will arrange to instruct the new tenant on its correct operation and use upon the start of their new tenancy.
- Where the heating system is either 'Ground Source' heating or Switch 2 as in the case of District Heating Schemes or a property has 'Photo Voltaic' panels installed on the roof, instruction on correct usage will be carried out by the Housing Management Team
- Each bath/sink/wash hand basin in the dwelling should have a plug and each new tenant should be provided with one external meter cabinet key (where relevant).
- In accommodation where an obsolete SURFACE MOUNTED intercom box is mounted, the box should be removed and the wall plaster made good. Recessed boxes are to be left in-situ.
- Letter boxes should be in working order and in a satisfactory condition otherwise they should be replaced. This should be recharged to the out-going tenant where it is economical to do so and is not as a result of fair wear and tear.

## **Procedure Note – A**

### **PROCEDURE NOTE FOR DEALING WITH ‘ARTEX’, SIMILAR TEXTURED COATINGS AND OTHER SUSPECT MATERIAL IN VOID DWELLINGS.**

#### **Purpose of Procedure**

To provide guidance to staff of Berneslai Homes and its repairs and maintenance partners.

#### **Background**

Artex, similar coatings and some other materials may contain low levels of Chrysotile asbestos fibres. It must therefore be assumed that such decorative coatings on walls and ceilings have asbestos content, unless proven otherwise by sampling.

#### **Policy**

Artex and similar coatings or other suspect materials are **not** to be removed from voids before re-let unless one of the following applies.

- In the interest of making the property more attractive to re-let, Berneslai Homes may wish to remove the decorative coating or encapsulate
- The coating is damaged or deteriorating.
- Substantial other works are required to the void, which would have a serious adverse effect on the condition of the coating.

All voids containing Artex, similar textured coatings or other suspect materials will be sampled for asbestos, for record and information purposes. The new occupier will be informed of the location of any materials that contains asbestos via the ‘new tenant information pack’ together with a guidance leaflet on asbestos available to all tenants and also part of the pack.

#### **Procedure.**

1. The partnering contractor must check the ‘asbestos register contained within PIMSS for the location and type of asbestos in the property.
2. Where the property does not have sufficient asbestos information, then a full ‘Management Survey’ must be procured as a minimum asbestos survey – see Flow Chart
3. Major works voids should have a full refurbishment/demolition (R & D) asbestos survey carried out prior to works commencing where no such survey exists.
4. All asbestos surveys must be returned to the Asbestos Control Officer to enable the asbestos register to be updated. The asbestos register and all survey documents for each property is accessible via the PIMSS database via the Contractor Portal
5. Where the textured coating is to be removed, this must be done in accordance with the current asbestos regulations.
6. The new tenant needs to be informed of findings from the asbestos survey.

## **Procedure Note – B**

### **PROCEDURE NOTE FOR INTEGRAL APPLIANCES AND / OR BUILT-IN OVEN AND HOB UNITS.**

Where partners come across Integral Appliances and/or Built-in Oven and Hob units in a voids property the following procedure shall be adopted:

#### **Built-in Gas Oven's and/or Gas Hobs (referred to as Gas Cooking Appliance - GCA)**

1. Any Gas Cooking Appliance – GCA's shall have a visual check carried out as part of the voids process.
2. If the GCA is found to be defective / badly damaged or is generally in a poor condition the GCA is to be carefully removed and disposed of and the gas supply capped off as normal. Note the existing carcass housing is to be retained and both Asset Management & Housing Management advised accordingly so that the new tenant can be informed.
3. If the GCA is deemed to be in good condition the appliance is to be disconnected from the main supply pipe and capped off behind the appliance. Again as per normal procedure.
4. All appliances are to be warning labelled to advise tenants that the appliance has been disconnected and should only be re-connected by a competent 'Gas Safe' engineer
5. Upon the un-cap & commission of the void property, the GCA shall be re-connected to the gas supply and a gas safety check and if necessary an electrical safety check (PAT) of the GCA is to be carried out.
6. If the GCA passes the safety checks the tenant will be advised that the appliance is 'gifted' to the new tenant and it will be their responsibility to repair and maintain in future.
7. Provided the new tenant is in agreement with this then the GCA shall remain connected to the gas supply.
8. If the new tenant does not agree to this then the GCA is to be carefully removed, the gas supply point behind the GCA capped off and the carcass retained in situ. The tenant will also need to be advised that they shall have to purchase their own appliance and arrange for it to be installed by a qualified 'Gas Safe' engineer.
9. If the GCA fails the safety checks then the GCA is to be disconnected from the gas supply and the gas supply capped off behind the GCA. The new tenant will be given the choice as to whether:
  - a. We leave the GCA in place for the tenant to arrange for the appliance to be repaired by their own engineer or
  - b. We remove the GCA and leave the carcass intact for the new tenant to purchase their own new integral appliance
10. Under no circumstances will Berneslai Homes remove and / or alter existing kitchen units to accommodate a tenants own appliances. Any alterations to the kitchen layout will need to be arranged by and paid for by the new tenant.

## **Built-in Electric Oven's and Hobs and integral appliances (referred to as Other Electrical Integral Appliance - OEiA)**

1. All Other Electrical Integral Appliances – OEiA's shall have a visual check carried out as part of the voids process.
2. If the OEiA is found to be defective / badly damaged or is generally in a poor condition the OEiA is to be carefully removed and disposed of. Note the existing carcass housing is to be retained and both Asset Management & Housing Management advised accordingly so that the new tenant can be informed.
3. If the OEiA is deemed to be in good condition the appliance is to be disconnected from the main electrical supply and retained in situ.
4. All appliances are to be warning labelled to advise tenants that the appliance has been disconnected and should only re-connected by a competent and appropriately qualified electrical engineer
5. Upon the un-cap & commission of the void property, the OEiA shall be switched on and an electrical safety check (PAT) of the appliance is to be carried out
6. If the OEiA passes the safety checks the tenant will be advised that the appliance is 'gifted' to the new tenant and it will be their responsibility to repair and maintain in future.
7. Provided the new tenant is in agreement with this then the OEiA shall remain connected to the electrical supply.
8. If the new tenant does not agree to this then the OEiA is to be carefully removed from the property and disposed of. The tenant will also need to be advised that they shall have to purchase their own appliance and arrange for it to be installed by a suitably qualified person.
9. If the OEiA fails the PAT checks then the OEiA is to be disconnected and made safe. The new tenant will be given the choice as to whether:
  - a. We leave the OEiA in place for the tenant to arrange for the appliance to be repaired by their own engineer or
  - b. We remove the OEiA and leave the carcass intact for the new tenant to purchase their own new integral appliance
10. Under no circumstances will Berneslai Homes remove and / or alter existing kitchen units to accommodate a tenants own appliances. Any alterations to the kitchen layout will need to be arranged by and paid for by the new tenant.

### **Notes for Housing Management Team:**

Where properties have integral appliances and/or built-in oven & hob units as detailed above it will be necessary for you to advise the new tenant that these appliances have been 'gifted' to them and that they will be fully responsible for the future servicing and maintenance. Whilst Berneslai Homes shall carry out an initial safety check it will NOT be responsible for any future maintenance or repairs to appliances / built-in ovens and hobs that have been left in the property.

**New tenants WILL need to sign a disclaimer on signing the tenancy agreement stating that they are prepared to take ownership and liability for the repair, maintenance and servicing of Built-in Gas cookers and/or hobs before we are allowed to un-cap the appliances!**

If the tenant chooses to have these appliances removed then they will also be responsible for any alterations to existing cupboards /appliance housings that may need altering in order to accommodate their new appliance.

Properties are NOT to be advertised as having built-in appliances as this is likely to cause problems further down the line.

**Checklist – A**

**Void Valeting Checklist Certificate – For House File**

**Address of Property:** ..... **Date of Clean:** .....

**Name of Officer undertaking checklist:** .....

- All rooms including cellars, loft-spaces, external WC's & Internal Garages have been cleared
- All floors and stairs have been swept and wet mopped -----
- Bathroom floors have been disinfected -----
- All scuffs and paint splashes to floors have been removed (where possible) -----
- Wet Room Safety Floor Covering (where fitted) cleaned -----
- Wet Room Safety Floor Covering (where fitted) referred to Asset Mgt -----
- Walls and ceilings have been checked for graffiti and it removed -----
- Areas of 'Black Mould' have been washed down with anti-fungicide -----
- Loose wall coverings have to been removed -----
- Clean down of all doors, doorframes, architraves, including both sides of any external doors, skirting boards, internal windows, window frames, cills, radiators and pipe work
- All drawing pins, picture hooks, screws, carpet grippers and the like have been removed from walls.
- All electrical sockets, light fittings and switches have been thoroughly clean.
- Cobwebs have been removed from all areas -----
- Kitchen Units, including all work surfaces, cupboards, drawers, sinks, baths, showers, WHB's, tile splash backs, taps, WC pans, WC seats, cisterns and pipe work has been cleaned and sanitised.
- All extractor fans have been cleaned -----
- All rooms have been deodorised -----

**Certified by partners Senior Officer/Manager:** .....

**Date:** .....

See also overleaf for additional notes

Notes:

Signed: .....

Date: .....

## Checklist – B

### Checklist certificate for Void Standard for empty properties – For House File

Address:.....		Date:.....	
Name of Officer undertaking Void Standard works: .....			
Category: Routine/ Acquisition / Major Works <b>Handover Certificate included: YES/NO</b>			
Recharges identified: YES/NO		Emailed to client: YES/NO	

#### 1. Safety

Item	Yes (initial)
The complete electrical installation has been tested and certified to comply with current IEE Regulations.	
<b>Solar PV system (where installed). IMPORTANT - Mains Electricity supply has been left <u>Switched On</u>.</b>	
The Gas installation to the property has been capped off. <b>(Note: Safety Check to be carried out as part of un-cap &amp; re-commission procedure).</b>	
The Gas installation to the property & any fixed appliances have been serviced, tested and certified as working safe in compliance with current regulations. <b>(Note: Only for properties where the annual service is either due within 60 days or is overdue).</b>	
Solid fuel appliance (where fitted) has been serviced, checked and certified as working safe and a smoke test of the flue carried out	
Asbestos checks are to be carried out on suspect material	
The dwelling has been checked for rising or penetrating damp including ground floors and cellars where applicable	
Any fire doors and fire prevention mechanisms have been checked and if necessary repaired.	
Internal glazed doors have been checked to ensure safety glass has been fitted and that they are safe.	
Footpaths, Ramps & Steps to the property have been checked and are free from tripping hazards.	
Stair treads, banisters and any handrails both inside and outside the dwelling have been checked and are secure.	
The property has a handrail between the ground floor and upper storeys.	
Floorboards and any fixed floor coverings are secure and free from any tripping hazards.	
Timber floors have been checked for beetle infestation and signs of rot and repairs carried out where necessary.	
Battery operated smoke alarms (one alarm per storey) are present or the	

dwelling has an existing hard wired smoke alarm system. If no smoke alarm system is present then a hard-wired system is to be installed where possible.	
<b>Between the 1<sup>st</sup> December and the last day of February only:</b> The mains water supply to the dwelling has been turned off at the stop tap and all taps (hot and cold) opened up. The central heating system has been drained down. <b>(Note: Air Source and/or Ground Source heating systems are not to be drained down).</b>	
Improvements made to property by the previous tenant have been checked to ensure that they are safe, in good condition and in full working order <b>(Please discuss with Asset Management).</b>	
Built-in appliances have been checked to ensure that they are safe, in good condition and in full working order <b>(Please discuss with Asset Management).</b>	
Toilet seats are intact and safely fitted.	
WC pans have been checked to ensure that they are not cracked and replaced accordingly.	
Out buildings have been checked to ensure they are not dangerous.	
Kitchen door opening has been checked to ensure conformity.	

## 2 Security

Item	Yes (initial)
All doors and windows have been checked for ease of operation and security.	
External door locks have been changed and replaced with re-cycled locks where possible.	
Outside store (where applicable) keys made available	
All windows open and close and can be latched or locked shut. Where Windows benefit from existing window locks, these will be checked and keys provided where possible.	
Door entry systems (where fitted) have been tested and operate correctly.	
Any cracked or broken glass has been replaced.	
If there is a burglar alarm it has been tested and is in working order. If not or the new tenant (where known) does not want to accept maintenance of the alarm, it has been disconnected and left in situ.	
External meter box doors checked and if missing reported back to Asset Management Team	

### 3 Services in Working Order

Item	Yes (initial)
The immersion heater is in working order (if fitted)	
Any existing shower is in working order.	
Where accessible a general check of the property has been carried out and minor items of repair remedied.	
Where accessible a general check of the plumbing system has been undertaken for any signs of leakage and stop taps are clearly labelled.	
Central heating system controls (including Air Source heating systems) have been explained to the new tenant where requested and manuals/instruction leaflets provided where available. <b>(Note: Properties with Ground Source heating, Switch 2 and Photo Voltaic panels Tenants will be instructed upon their correct usage by the Housing Management Team).</b>	
Each bath/sink/wash hand basin in the dwelling has a plug.	
The new tenant (where known) has been provided with one external meter cabinet key (where relevant)	
Obsolete, <b>surface mounted</b> intercom box (where fitted) has been removed and the wall made good	
Letter box in satisfactory condition and in working order.	

#### Comments

List here any comments you need to make about the property or any referrals you need to make to your manager.

Void Standard **visually** checked by Partners Senior Officer / Manager:

Signed: ..... Date:.....

Void Standard paper work checked by Partners Senior Officer / Manager:

Signed: ..... Date:.....

## Checklist – C

### Berneslai Homes - Quality Standard for empty properties

#### Checklist certificate – Outside clearing of empty properties

Address:

All the rubbish has been removed from the gardens, garages, outbuildings & sheds.

All vegetation has been strimmed to 150mm in the gardens where specifically agreed.

Grass cut to a minimum height of 25mm or 100mm where this is not possible. Where a second cut has been specifically ordered, this has been done.

Hedges to front, side and rear garden areas have been trimmed to a tidy height not exceeding 1.8m

Bushes and trees have been trimmed where specifically requested.

Any growth impeding paths to front, rear doors, garages, outbuildings & sheds has been cut down / removed.

All moss removed from paths

Improvements made in the garden by the previous tenant have been checked to ensure that they not in a dangerous condition. If ponds are considered not to be in a dangerous condition then as a minimum any fish should be relocated and the pond drained prior to the property being let.

All waste material has been taken on the day of removal to a licensed disposal or storage site.

Certified by

Name of operative

Date completed

Note of hazards raised for the attention of Housing Management Officer:

## Appendix A



### **Void Information/Follow on/additional works**

Address: \_\_\_\_\_

Officer:- \_\_\_\_\_

Date Final Inspection by Partner:- \_\_\_\_\_

	Date	Work Required/Recommended/Follow on Work		Priority
Follow on work requested (Partner)		Internal work	External work	
Follow on work agreed, ordered and email sent to all* (BHAMT)		Internal work	External work	
Additional Comments i.e decoration				
Garden works referred to HMO				

\*Performance Business and Development Team, relevant HMO, relevant HMT, Partner.

## Appendix B

### Asbestos Survey Flow Chart

