



## Teign Housing Void Re-Let Standard

### Our Standard

Teign Housing will provide a property which is in a good standard of repair, decoration and cleanliness at each new letting.

We will ensure our properties provide a home which is safe, secure, clean and free of rubbish including the garden, outbuildings and attic and is ready to move into.

We will do this in a timely and cost-effective way making the best use of resources to provide a home which we and our customers can be proud of.

This standard has been agreed in consultation with our Staff, Tenants and other stakeholders.

When you move in to a Teign Housing property, this is the standard you can expect:

### **Your Health and Safety**

- ✓ Smoke detectors will be provided and tested prior to your occupation. There will be a minimum of one smoke or heat detector per floor covering escape routes and high-risk areas – hallways and landings, the kitchen and Living Room.
- ✓ Carbon Monoxide detectors installed in all homes (excluding homes where the heating source is electric).
- ✓ Gas boilers will be serviced, and safety tested to ensure they are in a safe working condition; where possible a copy of the Gas Safety Certificate will be issued to you on the day of your tenancy commencement in your Welcome Pack.
- ✓ An Electrical Safety inspection will be carried out to ensure the installation is in a safe working condition; where possible a copy of the certificate will be included in your Welcome Pack.  
**\*where it is not possible to provide certificates within Welcome Pack's these will be provided within 10 working days**
- ✓ An asbestos survey will have been carried out on your property if it was built before the year 2000. We hold records of the full survey and will provide you with a summary of the report in your Welcome Pack.

- ✓ There will be an accessible water main stopcock, easily accessible in properties designated for older customers or where a customer's disability has been established.
- ✓ Open fires will be blocked up and vented.

### **Your Kitchen**

We will provide the following:

- ✓ A sink and drainer , floor and wall units (the number will vary according to property size and number of bedrooms) ensuring adequate space is provided for cooking, food storage, preparation and cleaning.
- ✓ A standard cooker space, and fridge or fridge freezer space will be provided.
- ✓ Cold water feed and waste pipe connection for a washing machine (space allowing) will be provided.
- ✓ Work tops will be provided adjacent to either side of the cooker space.
- ✓ In addition to the electric cooker point, at least 2 Double plug sockets.
- ✓ An extractor fan
- ✓ Wall tiles will be provided to form splash backs for full length of work surfaces, appliance spaces and sink positions. Cooker spaces will be tiled down to floor level or top of skirting board.
- ✓ Flooring will be slip resistant vinyl.

### **Appliances and White Goods**

We do not routinely provide appliances or white goods in our properties, however there may be specific circumstances where the provision of some appliances or white goods may be considered. Referral to Teign Housing's Headstart service could provide assistance for very low-income customers.

### **Your Bathroom**

We will provide the following:

- ✓ New toilet seats and shower curtain (if applicable) will be provided.
- ✓ All sealant around the wash hand basin, bath and / or shower will be clean and free of mould or discoloration.
- ✓ Full height splash backs to the full perimeter of walls enclosing a bath and minimum 300mm high splash backs above washbasins, any cracked tiles will be replaced, to match existing where possible.
- ✓ Showers will be cleaned disinfected and tested and left in full working order.
- ✓ Bathroom privacy locks will be provided on bathroom doors.

- ✓ Flooring will be slip resistant sheet vinyl.
- ✓ An extractor fan.
- ✓ A low energy water resistant light fitting.

### **Decoration**

- ✓ All pins, nails and screws will be removed from walls, ceilings and stair treads.
- ✓ Walls to be painted White or Magnolia
- ✓ Ceilings to be painted White
- ✓ All woodwork (including internal face of doors) will be painted white

### **Floors and Floor Coverings**

Slip resistant floor coverings will be provided in all kitchens, bathrooms and shower rooms.

Carpets and underlay in Houses and Bungalows – Carpets and underlay are not normally provided in houses and bungalows, however there may be specific circumstances where the provision of carpets may be considered. Referral to Teign Housing's Headstart service may provide assistance for low income customers.

In Flats – Carpets and underlay will be provided in all flats (excluding kitchens, bathrooms and shower rooms).

Where underlay and carpets are provided the customer is responsible for the care and upkeep of these, including cleaning and any treatment required, and should remain in the property.

Excessive wear and tear or damage, or the replacement of missing carpets will be charged for in accordance with the Rechargeable Works Policy. Replacement of carpets at any time is at the discretion of the tenant however any replacements should also remain in the property.

Any carpets that are in the property on the commencement of a new tenancy and are not new will have been professionally cleaned and flea treated.

### **Assistive Equipment and Disabled Adaptations**

We will only allocate properties that are suitable to meet the needs of the incoming customer or suitable with only minor adaptations.

If you have disabilities, we will arrange a visit to the property with you and our Occupational Therapist to assess the suitability of the property and your need for specialist equipment or adaptations and decide if the property is suitable for you.

We will consider a property suitable if it only requires minor adaptations, such as grab rails, or if you are an existing tenant of Teign Housing. We are unable to provide major adaptations to new Teign Housing tenants within the first twelve months of their tenancy with us.

### **Security**

- ✓ As a minimum any external doors will have new multi-point or 5 lever locks, with two keys provided for each lock
- ✓ All windows to the main dwelling will be checked, serviced and left in good working order and keys provided for window locks.
- ✓ Any cracked, misted units or broken glazing will be replaced.
- ✓ Two Fob keys will be provided where there is a communal door. \*Additional fobs can be provided at additional cost.
- ❖ In homes where support services and equipment are provided all pull cords, intercom controls and alarms will be tested to ensure they are in working order prior to the property being occupied.

### **Energy Efficiency**

- ✓ There will be a minimum of 250mm of loft insulation provided in all properties with a loft space.
- ✓ Low energy light bulbs will be supplied for all rooms.
- ✓ There will be a heating source provided to all habitable rooms (habitable rooms are rooms that are used for living, bathing, cooking, eating or sleeping), corridors and hallways may not be provided with separate heating appliances.

An Energy Performance Certificate (EPC) will be provided with your Welcome Pack.

This provides you with information about the energy efficiency of your home including advice on how to manage and reduce your energy costs.

Once you have moved into your new home, with your permission we will pass your details via our Energy Switch provider to an individual utility provider who will set up an account for

the relevant gas and electricity supplies. You may be eligible for a cheaper tariff for your electricity and gas.

We can also arrange for you to meet a representative of our contractors at the property. They will show you how to use your heating/hot water system. Details of how to arrange this are in your Welcome Pack.

### **General**

- ✓ All doors and door furniture (handles, etc) will be checked and left in good working order.
- ✓ All taps, pipes and wastes will be checked to ensure they operate correctly.
- ✓ Electrical installations will be checked, and switches, light fittings and sockets will be undamaged.
- ✓ The number of switched socket outlets will be no less than detailed below:

Kitchen	2 Double Sockets 2 Single un-switched sockets to serve kitchen appliances
Living Room	4 Double Sockets
Dining Room (if applicable)	3 Double Sockets
Bedroom	3 Double Sockets
Hallway	1 Double Socket
Landing	1 Double Socket
Internal Storage Cupboard	1 Double Socket
Externally	1 IP65 RCD protected single socket

- ✓ The property will be cleaned internally.
- ✓ Curtain battens will be provided to all windows.
- ✓ Gutters and down pipes will be clear and keep the property free from water ingress.
- ✓ If existing timber sheds are left, these will be offered to you and if wanted these will be 'gifted' to you and you will become responsible for their future maintenance or replacement.
- ✓ Boundary fencing - existing hedges or fences if safe, will remain. Existing fences will be repaired like for like. If fencing or hedging does not exist, the boundary will be marked with posts and wire. In some circumstances an alternative will be provided if required.
- ✓ Access paths and steps will be safe.

- ✓ Gardens will have significant overgrowth cut back, be left safe and cleared of any rubbish and debris.

### **Handyperson Service**

- ✓ All new tenants will be able to book, free of charge, 1 x 2 hour 'handyperson' service (provided by our contractor partners) or a cooker re-connection. This must be booked within the first month. The handyperson can fit washing machines, curtain poles, assemble furniture, fit stair gates and adjust doors after carpet laying and other minor repairs. Alternatively, a qualified electrician or gas engineer will be able to connect your cooker for you.
- ✓ If you would like more assistance from the handyperson service, you can book extra time by contacting Customer Services on 01626 322722. This is charged at £25 per hour, this does include travel time.

### **Planned Improvements**

Any imminent planned maintenance works such as replacement kitchens, bathrooms, windows and doors, roofs and external painting will be confirmed to you on sign up at the property.

In the future planned maintenance dates will be available via your tenant account along with lots of other information that is already available, visit <http://www.teignhousing.co.uk/my-teign-account/>