

Albyn Lettable Standard – technical version

Overview

The Albyn Lettable Standard has been developed to ensure that all Albyn's properties meet a consistent standard for reletting – this being that they are:

- Clean – Free from dirt, marks and rubbish
- Safe - New and up to date Compliance checks complete.
- Secure – door and windows locks working correctly and keys provided.
- Warm - In date EPC
- In a good state of repair -SHQS inspection carried out
- Decorated or ready for decoration - decoration in a good state of repair (decoration vouchers provided to incoming tenant if only minor decoration required)
- Flooring -non-slip vinyl flooring fitted to kitchen and bathrooms.

The Standard has been developed with input from Tenancy Operations Team, Repairs and Maintenance Team, Leadership Team and team members across the business. This version is a technical version for internal use only and provides a detailed checklist and specifications against which each void property should be checked.

In order to minimise the time that a void property is empty, void work can be carried out at three stages of the void process:

- **Pre Void:**

This is work that could be carried out before the outgoing tenant has handed their keys back. This will include work to internal / external communal areas and private garden space. Pre-void work will be identified during the pre-termination visit. This visit will also be utilised to identify repairs with a long lead time such as replacement doors or windows so that materials can be ordered in advance of the property becoming void. During the pre-termination visit the Void Technical Officer will identify works that the outgoing tenant must complete before end of tenancy, tenant to sign the void paperwork to confirm acceptance. Pre-void paperwork will be uploaded to CX Voids and approximate values of works identified to be included to allow the Tenancy Operations Team to issue a letter confirming once again what needs to be done before end of tenancy and informing the tenant of possible re-charges should they not complete the agreed works.

During the visit Tenancy Operations Officer will fully explain the whole process to the tenant, including - return of keys, recharges, condition that property should be left in – clean etc.

- **Void:**

In accordance with the Scottish Secure Tenancy Agreement a property must be brought up to a wind & watertight and habitable condition before being relet. Works carried out at void stage will focus on ensuring the property is clean, safe and secure and essential repairs have been carried out.

Any major works that are required are to be complete within 12 weeks of the property becoming void.

Voids can only be classed as **PIE** if a component (kitchen, bathroom, heating system) is in an unusable or in an unsafe condition.

A property can only be classified as PIE with the agreement of the Senior Maintenance Officer or the Repairs and Maintenance Manger.

Void type to be identified and entered on to CX –

Void – Void property

Void PIE – Major Works

Void -PIE – Death

Void - PIE- Meter Issues

Void - PIE- Other

- **Post void:**





Post void works are works that are not essential for a property to be safe and habitable but do form part of Albyn's Lettable Standard. This will generally include work that has a longer lead time (such as replacement bathrooms and kitchens, replacement worktops, replacing misted glazing panes and external works etc) and will enhance the property but will not affect the incoming tenant's ability to use the property safely in the meantime. Wherever possible, void work will be carried out in advance of incoming tenants moving into a property, but post void works are acceptable to delay until after the incoming tenant has moved, as long as there is a commitment to complete works within **10 days** (for standard repairs) or **12 weeks** (for component replacement such as kitchens, bathrooms and heating). A list of outstanding work will be provided to the tenant in their welcome pack.

In harder to let properties, longer lead time works such as kitchens and bathrooms, which will improve the attractiveness and let ability of a property, may be progressed in the void period with **joint agreement** between Tenancy Operations and Repairs & Maintenance teams. Where this is agreed, housing colleagues should be provided with regular updates on progress.

Additional works for hard to let properties may include full decoration and flooring throughout.

Lettable Standard checklist

The checklist that follows explains:

- The work / checks that will be carried out to bring a property up to the lettable standard
- The stage that this work will ideally be carried out, although this may change dependant on access / availability of materials etc – this is a guide and Officers have flexibility to programme work in a way that will most efficiently get the void **Ready to Let**.
- Whether the work may be rechargeable. This is indicative only - any work which is required due to tenant negligence will be recharged.
-  denotes that the work is required to meet legislation or SHQS / Tolerable Standard or EESSH / SHNZS or is best practice safety precaution and is not optional and must be carried out prior to the incoming tenant moving in.
-  Denotes work that will be undertaken to every void property regardless of tenure.
-  Denotes work that will be undertaken to meet the enhanced lettable standard for hard to let / low demand properties (social rent) – these properties should be identified with Tenancy Operations prior to the void work starting.
-  Denotes work that is required for mid market properties (in addition to the general lettable standard)

Cleaning

In general, every property will be given a pre-let clean. Outgoing tenants will be recharged for any extra costs associated with any additional level of cleaning / clearance.

Cleaning	Pre void	Void	Post void	Rechargeable?
Any belongings / waste from the outgoing tenant will be removed and disposed of. Flooring in good condition may be retained for use by the incoming tenant. Where this is agreed, incoming tenant will sign an agreement to take responsibility for these items.		✓		✓ Unless agreed at pre-term
On completion of void repair work the property will be presented in a clean condition:		✓		
-Any evidence of pest infestation will be thoroughly investigated and remedied.		✓		✓ Unless source is traced to outwith the property or is due to a fault with the property
-Internal areas will be free from unpleasant odours, nicotine staining, mould, damp, dust, dirt, grease, graffiti, cobwebs, rubbish and debris. This extends to 'hidden' areas such as inside kitchen units and under the bath.		✓		✓
-Picture hooks, blue tack, drawing pins, stickers etc to be removed from surfaces		✓		✓
-Bathroom will be thoroughly cleaned including fittings, tiles / wet wall. Check behind bath panel to ensure free from waste		✓		✓
-Toilet to be thoroughly disinfected and toilet seat closed and taped shut with 'I'm disinfected' tape		✓		
-Woodwork to be washed down including window frames / sills, doors and frames, skirtings etc		✓		
-Radiators, switches and sockets to be cleaned. Dust behind radiators to be removed		✓		
-Surface dirt / marks to be removed from paintwork where possible		✓		

Cleaning	Pre void	Void	Post void	Rechargeable?
-Internal and external glass to be cleaned and free from streaks		✓		
-All bare floors to be swept		✓		✓
-Areas with floor coverings (carpets / vinyl etc) to be hoovered.		✓		✓
-Air freshener to be left in hall of property		✓		
-Attic spaces will be cleared of belongings and debris.		✓		✓
-All external areas including pathways, patio areas, driveways, gardens, cellars, stores and outbuildings will be cleared of belongings and free from trip hazards		✓		✓

Floor coverings, furniture and electrical items

Floor coverings, furniture, soft furnishings and electrical items	Pre void	Void	Post void	Rechargeable?
Where outgoing tenant leaves flooring in the property this should be agreed at pre-termination inspection. Where items have been left by the tenant without agreement, these should be assessed using the guidance below which aims to reduce the amount of good quality items being sent to landfill and reuse the items for tenants in need wherever possible.	✓	✓		✓ Any items left without prior agreement that have to be disposed of
Floor coverings may be left in the property if they are clean, free from damage, rips and staining, fitted correctly (underlay and carpet grippers at edges for carpets) and appropriate for the space (e.g. carpet in bathrooms and kitchens should be removed)		✓		✓ If floor coverings are left without prior agreement

Floor coverings, furniture, soft furnishings and electrical items	Pre void	Void	Post void	Rechargeable?
<p>Floor coverings will be hoovered (carpet) or swept and mopped (vinyl and laminate) as part of the void work. Carpet to professionally cleaned if required.</p> <p>Laminate flooring will only be retained in ground floor properties when in good condition and the incoming tenants must accept on-going responsibility. Laminate should be removed from kitchens and bathrooms.</p> <p>If the incoming tenant does not want the floor coverings, they will be removed at no cost, as long as the tenant requests this within 7 days of taking on the tenancy (and this will not be recharged to the outgoing tenant). Outwith the 7 days, the incoming tenant is responsible for removing flooring that has been gifted to them.</p>				and have to be disposed of
<p>Curains, blinds and light shades may be left in the property for the incoming tenant if they are in good condition and free from damage, rips, staining and odours.</p> <p>Curtains and blinds should fit the window, be of a colour / design that matches the room décor, be fitted securely and be operational.</p> <p>Blinds with looped cords should have a tensioner fitted (or retrofitted where one is not present) Blinds with trailing cords should have the cleat fitted at a height of 1.5m above floor level to allow the cord to be wound out of reach.</p> <p>Net curtains and vertical blinds will not be retained.</p>		✓		<p>✓</p> <p>If items are left without prior agreement and have to be disposed of</p>
<p>All furniture to be removed from the property</p>		✓		<p>✓</p> <p>If furniture is left and has to be disposed of</p>
<p>Appliances (freestanding, fridges, fridge/freezers, washing machines, washer driers) left in the property will be assessed for safety and condition. Appliances that are in good working order and are free from damage will be offered to the incoming tenant.</p> <p>Appliances will be tested to ensure they operate and PAT to ensure they are safe and will be checked against the Product Safety Alerts, Reports and Recalls register.</p>	✓	✓		<p>✓</p> <p>If appliances are left without prior agreement and have to be disposed of</p>

Floor coverings, furniture, soft furnishings and electrical items	Pre void	Void	Post void	Rechargeable?
<p>Appliances to be retained should be clearly marked to prevent them being accidentally removed by the clearance contractor.</p> <p>Appliances are to be 'gifted' to the incoming tenant and they are to take full responsibility of them.</p> <p>Any 'built in' appliance is to be removed and where required worktops are to be repaired and metal trims matching the worktop are to be installed.</p> <p>All gas connections for cookers are to be capped and a Low-level cooker socket installed with High level fuse spur (if there is not one in situ).</p>				
<p>No other electrical items are to be left at the property.</p>	✓	✓		<p>✓</p> <p>If items are left and have to be disposed of</p>
<p>Where a tenant is being gifted items that have been left in their property, they will be asked to sign an agreement to take over responsibility for the items. The items will be clearly listed on the agreement.</p>		✓		
<p>Enhanced lettable standard – where a property has been identified for the enhanced lettable standard, flooring will be fitted throughout if not already in place as follows:</p> <ul style="list-style-type: none"> • Hall, living room and bedrooms – neutral (beige) loop pile carpet • Kitchen – non-slip vinyl flooring in a colour to best suit existing fittings and decor • Bathroom / shower room – non-slip vinyl flooring to best match existing fittings / décor • Wet floor shower room – Flooring to be non-slip vinyl with welded joints and coving to best match existing fitting and decor 		✓		
<p>Enhanced lettable standard – where a property has been identified for the enhanced lettable standard, blinds or curtains will be fitted throughout if not already in place as follows:</p>		✓		

	Floor coverings, furniture, soft furnishings and electrical items	Pre void	Void	Post void	Rechargeable?
	<ul style="list-style-type: none"> Living room and bedroom windows – Roman blind with loop cord and tensioner. Fit to outside of window opening with 100mm overhang either side and above Living room – patio windows – pencil pleat curtains fitted to track rail, mounted on painted curtain batten above window. Curtains should fall to 1cm above floor level. Kitchen and bathroom windows – Roller blind with loop cord and tensioner. Fit inside window opening. 				
	<p>Mid-market properties are provided with:</p> <ul style="list-style-type: none"> Flooring throughout – carpets in bedrooms, living rooms and halls, non-slip vinyl in kitchen and bathroom Window coverings in all rooms - blinds <p>Condition of floor coverings, curtains / blinds and electrical items should be checked and any damage recorded so that this can be deducted from the deposit.</p> <p>Damaged items should be removed from the property and replaced with new.</p>		✓		<p>✓</p> <p>Any damage to flooring / appliances to be deducted from deposit</p>

Utility meters

	Utility meters	Pre void	Void	Post void	Rechargeable?
	Meter readings to be taken at start and end of void period		✓		
	Debt to be cleared from meters – incoming tenant should have no debt on meters		✓		<p>✓</p> <p>Unless debt relates to void period</p>
	Utility supplies will be switched to preferred supplier		✓		

	Utility meters	Pre void	Void	Post void	Rechargeable?
	Where relevant, keys will be provided to access meters in lockable housings		✓		
	Existing meters are left in-situ. Incoming tenants will be provided with advice on how to change utility meter supplier / payment arrangements		✓		
	Where existing utility meters are located in hallway and are exposed, a cabinet should be created to house the meters – cabinet painted white.		✓		

Electric and gas safety

	Electric and gas safety	Pre void	Void	Post void	Rechargeable?
!	Satisfactory annual gas safety inspection to be in place prior to relet and incoming tenant provided with a copy of the certificate		✓		
!	CO detection to be provided in every room with a gas appliance or with a flue passing through it. CO detector should be interlinked with smoke detection.		✓		
!	Satisfactory EICR and LD2 to be in place prior to relet and incoming tenant provided with a copy of certificates		✓		
	All electrical appliances being provided with the tenancy, or gifted to the tenant, should be checked to ensure they are operating correctly (see Furniture & Appliances section)		✓		
!	Any electrical appliances being provided with the tenancy or gifted to the tenant will be portable appliance tested prior to relet All electrical appliances will have the CE Mark, British Standard Kitemark or BEAB Approved mark		✓		
	All rooms will be fitted with appropriate standard electrical fittings (white plastic) – light switches, single or double sockets, pendant or batten light fittings. All should be checked to ensure they are operational. Sockets will be provided as follows: <ul style="list-style-type: none"> Bedrooms – 4 sockets 		✓		

	Electric and gas safety	Pre void	Void	Post void	Rechargeable?
	<ul style="list-style-type: none"> Living room – 6 sockets and TV aerial. (Some properties may also have communal SKY connection) Kitchen – 6 sockets – see kitchen section for further detail Phone connection – minimum 1 per property 				
!	Non-standard electrical fittings will be removed and replaced if they are non-compliant.		✓		✓
!	All electrical equipment (switches, sockets, light fittings, extraction fans etc) will be securely fixed to walls / ceilings and in good working order		✓		
	On consumer unit, check that all circuits are clearly labelled.		✓		
!	On completion of all repairs and satisfactory EICR, switch electrics off at consumer unit to reduce electric use during the remaining void period (unless background heating is required over winter). If this is for a period of more than two weeks, battery operated smoke detection must be installed as a temporary measure.		✓		


Heating

	Heating	Pre void	Void	Post void	Rechargeable?
	Properties missed from previous heating upgrade programmes will have a heating replacement programmed once incoming tenant has moved in and must comply with Albyn's specification.			✓	
!	Properties to be fitted with fully operational system to provide both heating and hot water whether gas, electrical, air source heat pump or a communal system		✓		
	For gas / ASHP heated properties – all rooms should be fitted with an adequately sized radiator with thermostatic radiator valve (unless bypass radiator). Replacement radiators may be fitted after incoming tenant has moved in as long as current radiators are operational.		✓	✓	
	In schemes with a history of condensation cases:		✓		



	Heating	Pre void	Void	Post void	Rechargeable?
	<p>For gas / ASHP – Switched programmable room thermostat to be fitted in hallway.</p> <p>For electric storage heated properties – Switched monitor to be installed (for monitoring purposes only without connection to heating system)</p> <p>In schemes with no history of condensation cases:</p> <p>For gas – ensure properties have a Horstmann Service programmer and room thermostat in hall (or room with bypass radiator)</p> <p>For ASHP - ensure properties have a programmer and separate room thermostat or a programmable room thermostat</p>				
	<p>For electric storage heating – all lounges, bedrooms and halls should be fitted with an appropriately sized storage heater. Bathroom and kitchen should be fitted with panel heaters as per specification.</p> <p>Replacement heaters may be fitted after incoming tenant has moved in as long as current are operational.</p>		✓	✓	
	<p>Secondary heating such as decorative gas or electric fires will be removed.</p> <p>Wood burners are to be removed at void unless they are less than 5-year-old.</p>		✓		<p>✓</p> <p>If fitted by outgoing tenant without permission</p>
!	<p>Smoke detection will meet the 2022 Tolerable Standard LD2 – 1 x smoke detector in principal living space, 1 x detector in hall at each floor level, 1 x heat detector in kitchen – all to be ceiling mounted, interlinked and in full working order. Also to include 1 x wall mounted central test button</p> <p>Existing detection to be tested to ensure it is fully operational and interlinked.</p>		✓		<p>✓</p> <p>If detectors have been removed or damaged</p>

External doors

	External doors	Pre void	Void	Post void	Rechargeable?
!	All flat / house entrance doors (front and rear) to have lock change prior to relet.		✓		
	Non-compliant secondary locking devices fitted by outgoing tenant will be removed		✓		✓
!	All house entrance doors should be in good condition with any damage to the door or frames (internally and/or externally) repaired and redecorated and no longer visible. <i>(Damage to doors and frames may invalidate fire rating)</i>	✓	✓		✓ If damaged caused by outgoing tenant
!	All flat entrance doors should be self-closing FD30 doorset (fire-rated both sides) with smoke seals and fireproof letter plate in good condition with no defects or damage to door or frame that would affect fire integrity. (in buildings over six storeys fire doors should be FD60). Doorset to be supplied with ironmongery pre-fitted. Installation and decoration of new doors (if required) may happen after incoming tenant has moved in only if the existing door is fully operational.		✓	✓	✓ If damaged caused by outgoing tenant
	All flat / house entrance doors should be fitted with the following ironmongery as a minimum: <ul style="list-style-type: none"> House / flat number clearly displayed to the side of the door (not to be screwed into fire doors) Chrome D-type lever handle or similar Housing for Varying Needs (HfVN) complaint handles on both sides of door. Mortice lock with thumb turn internally (mortice lock with key internally is acceptable for existing doors) Letterbox with baffle plate Security chain internally Door spy hole to be in situ 		✓	✓	
	Incoming tenants will be provided with: <ul style="list-style-type: none"> Three keys for front and rear entrance doors One fob or suited keys for block entrance doors One key for any shared or dedicated store / bin store / bike store areas 1 key for the meter cupboards (where relevant) 		✓		✓ If outgoing tenant did not return all keys / fobs

	External doors	Pre void	Void	Post void	Rechargeable?
	Where relevant, door entry system and handset in property will be in working order – test handset to ensure that visitors can be heard and remote access works. (see also communal areas section)		✓	✓	

Windows and glazing

	Windows and glazing	Pre void	Void	Post void	Rechargeable?
	Windows and associated ironmongery will function correctly. Opening sashes will open and close freely. Where required, windows will be adjusted to ensure they close tightly to reduce draughts. Where windows require replacement, this may be carried out after incoming tenant has moved in as long as existing window is safe to operate. Where a property cannot be let because an escape window is not operational, this should be classed as a PIE until the window is replaced / made operational. All new windows are to be as per Albyn Specifications.		✓	✓	
	Two keys to be provided where window handles have locks. All windows to be lockable.		✓	✓	✓ If outgoing tenant did not return all keys
	Opening sashes at first floor and above to be fitted with sash restrictor		✓		
	Internal and External (ground floor) window seals to be checked and replaced if missing, damaged or brittle.		✓	✓	
	Window frames to be fully sealed with suitable silicone and to have no signs of dirt / mould. External frames and sills should be free from rot.		✓	✓	
	Trickle vents to be operational		✓	✓	

	Windows and glazing	Pre void	Void	Post void	Rechargeable?
	Broken or cracked panes of glass will be replaced		✓		✓ Unless crime reference provided
	Failed / cloudy double-glazed units to be replaced		✓	✓	
!	For windows – glazing that extends below 800mm from floor level should be toughened safety glass		✓		
!	For doors – all glazed panels in doors should be toughened safety glass		✓		

Internal doors

	Internal doors	Pre void	Void	Post void	Rechargeable?
!	All internal doors will be free from defects and in working order (they will close / open and latch easily). Minor defects may be repaired if possible. Replacement doors may be fitted after incoming tenant has moved in as long as current doors are operational. <i>(Doors which are damaged / fail to latch may not provide appropriate fire rating)</i>	✓	✓	✓	✓ If damage caused by outgoing tenant
	Sliding wardrobe doors to be checked to ensure they are securely fitted and fully functional		✓		
!	Internal doors will be fitted with HfVN compliant ironmongery – chrome D-type lever handle. Knob handles will be removed and replaced with lever type.		✓	✓	
!	For flats in blocks with more than two storeys, or for houses more than two storeys - FD30 self-closing fire door sets to be fitted to all rooms on an escape route except for bathrooms and cupboards (unless there is a consumer unit or boiler in the cupboard)		✓	✓	

	Internal doors	Pre void	Void	Post void	Rechargeable?
	<i>Threshold detail or standard gap for flooring required.</i>				
	Where all (or majority) of internal doors are being replaced, bathroom and cupboard doors to be replaced with solid core doors to match		✓	✓	✓ If damage caused by outgoing tenant

Kitchens

	Kitchens	Pre void	Void	Post void	Rechargeable?
	Properties missed from previous kitchen upgrade programmes will have a kitchen replacement programmed once incoming tenant has moved in and must comply with Albyn's specification.			✓	
!	SHQS - Kitchen storage capacity should meet SHQS. This requires 1m3 of kitchen storage to include kitchen units and adjacent walk-in stores but excluding drawers, under sink storage, open shelving and units containing gas meters		✓	✓	
!	SHQS – Kitchen layout should be safe. There should be a minimum 300mm worktop space between cooker and sink		✓		
!	SHQS – Kitchens should have a minimum of 6 sockets – this cannot include switched spurs serving appliances or the cooker control switch.		✓		
	All kitchens should have space for a cooker, fridge, oven and washing machine. Appliance spaces will be 620mm		✓		
	Gas supplies to cookers will be capped out of sight and electric cookers encouraged. If a tenant requests a new gas connection this will be refused.		✓	✓	
	All works surfaces will be securely fixed and in good order with no scratches, gouges, staining or burn marks, edging strips will be in place and sealant will be in place around edge of surface and around sink.		✓		

Kitchens	Pre void	Void	Post void	Rechargeable?
Kitchens units, shelving, door / drawer fronts, kick boards and end panels will be in good order with no scratches, gouges, staining, burn marks or with any edge strips missing.		✓		
Door and drawer fronts will be operational.		✓		
Sink units to have a waterproof sink mat fitted		✓	✓	
Kitchens with tiled splashback – tiling will be in good order with all grouting in place and clean. Silicone sealant will be in good condition and form an undamaged seal with other surfaces.		✓		
Kitchens with splashback – splashback will be in secure and free from scratches, gouges and staining. Silicone sealant will be in good condition and form an undamaged seal with other surfaces.		✓		
Cooker splashback – cookers with tiled splashback if in good condition can remain, minimum 450mm high from worktop and extending 150mm below worktop level. Alternatively cooker space should have min 600mm wide x 450mm high stainless-steel splashback which also extends 150mm below worktop height. <i>Splashback must not be formed from wallboard (not fireproof)</i>		✓		
Kitchens will have, as a minimum, single stainless-steel sink with drainer, securely fitted hot and cold lever taps and plug & chain. There will be accessible plumbing connection for washing machine and appropriate waste plumbing for the sink and washing machine. Under sink will be checked for signs of leaks Silicon sealant will be in place between sink and worktop		✓	✓	
Fluorescent strip lighting in kitchens to be replaced with LED strip bulb		✓		

Bathrooms

	Bathrooms	Pre void	Void	Post void	Rechargeable?
	Properties missed from previous bathroom upgrade programmes will have a bathroom replacement programmed once incoming tenant has moved in and must comply with Albyn's Specification.			✓	
!	SHQS – bathrooms must have fully functioning toilet and wash hand basin which are free from any leaks and blockages and in good, clean working order		✓		
!	SHQS – bathroom should have either a fully functioning bath, shower tray or level access / wet floor shower room with hot and cold water supply.		✓		
!	SHQS – baths and sinks should be provided with securely fitted, fully functioning hot and cold taps that are free from corrosion. Taps should be run to ensure they are in working order. Where replacement taps are required, these should be stainless steel, lever handle tap.		✓	✓	
	Baths and sinks should have a plug and chain present.		✓		
	Toilets should be fitted with an undamaged, securely fitted toilet seat and lid		✓		
	Bathrooms with shower – where an electric or thermostatic shower is fitted it should be tested to ensure it is functioning correctly and should be fitted with new shower head and hose.		✓		
	Bathrooms without shower – If there is a combination gas boiler an electric shower should be fitted. If a pressurised hot water cylinder is installed, bath mixer vale is to be installed. All these works to be carried out as per Albyn Specifications		✓	✓	
	Baths should be fitted with glass starter screen, shower curtain rail and new white curtain.		✓		

	Bathrooms	Pre void	Void	Post void	Rechargeable?
	Level access / wet floor shower areas should be fitted with a curtain rail around the shower area and a new white shower curtain as a minimum. Where shower screens are in place these should be fully functional with undamaged seals.		✓		
	Shower tray / wet floor drains should be cleaned and checked to ensure water is draining freely.		✓		
	Tiled splashbacks – all tiling will be in good order with grouting in place and clean. Tiling around baths should extend full height around walls adjacent to bath. Damaged tiling will be fully replaced with wet wall as per specification. A single row of tiles should be present behind wash hand basin. (Replace with wet wall if tiling is being replaced) Silicone sealant between splashback and bath / sink should be undamaged, clear of mould and form a waterproof seal. (Where a shower is being installed, inadequate tiling (ie not full height) should be removed and replaced with wet wall as per specifications)		✓	✓	
	Wet wall splashback - should be free from damage and should extend full height around adjacent walls of bath (three sides). Joint edges should not be showing signs of water damage. A matching splashback should be fitted behind wash hand basin, 150mm high. Silicon sealant between splashback and bath / sink should be undamaged, clear of mould and form a waterproof seal.		✓	✓	
	Where a shower tray / wet floor is provided – non-slip vinyl flooring should be provided in good condition, free from rips and damage and sealed to the edge of the tray and perimeter of floor, or fitted with coved skirtings (wet floor).		✓	✓	
!	An LED sealed light fitting should be fitted, with appropriate IP rating for its location in the bathroom		✓	✓	

Bathrooms	Pre void	Void	Post void	Rechargeable?
All bathrooms will have an opening window and a mechanical extract with continuous trickle ventilation and humidistat operated boost, as per Albyn specification		✓		
Existing extraction should be fully operational, and any dust removed from the extract unit.		✓		
Bathroom windows will have obscured glazing for privacy Clear glass may be replaced after incoming tenant has moved in		✓	✓	
Bathrooms doors should be lockable.		✓		

Disabled adaptations

Disabled adaptations	Pre void	Void	Post void	Rechargeable?
During the pre-termination inspection, adaptations in the upcoming void will be recorded to assist with allocating, and the property will be categorised as:		✓		
<ul style="list-style-type: none"> General needs – no adaptations present in the property other than HfVN ironmongery / lever taps / two handrails to stairs 		✓		
<ul style="list-style-type: none"> General needs with minor adaptations – as above but with grab rails internally to property and /or handrail at entrance and/or ramp at entrance <p>Provide details of all adaptations to the Adaptations team. Minor adaptations will be left in situ if in good condition but will be removed if incoming tenant does not want them.</p> <p>Minor adaptations in poor condition, not securely fixed, with chips / rust or considered unsafe will be removed and any damage fully made good.</p>		✓	✓	
<ul style="list-style-type: none"> General needs with major adaptations – as general needs but with level access shower or wet floor shower and/or closomat toilet and/or stair lift and/or automatic door opener to flat doors 			✓	

Commented [GB1]: Adaptations team ?

Disabled adaptations	Pre void	Void	Post void	Rechargeable?
<p>Provide details of adaptations to the Adaptations Team Major adaptations in good condition will be left in situ and attempts made to allocate the property to a tenant who would benefit from them. If such a tenant cannot be identified the incoming tenant will be able to request the removal of certain adaptations (closomat toilet, stair lift etc).</p> <p>Major adaptations in poor condition will be removed</p> <p>Wet floor / level access shower areas will not be removed</p>				
<ul style="list-style-type: none"> • Fully wheelchair adapted – wet floor shower area, lowered kitchen units, widened internal and entrance doors, lowered door thresholds <p>Provide details of adaptations to the Adaptations Team. Full wheelchair adaptations will be left in situ and attempts made to allocate the property to a tenant who would benefit from them. If such a tenant cannot be identified the incoming tenant will be able to request the removal of certain adaptations (closomat toilet, stair lift etc).</p> <p>Where a wheelchair kitchen is in place but the property is allocated to a household with no wheelchair user, the kitchen will be replaced after the incoming tenant has moved in.</p> <p>Wet floor / level access shower areas will not be removed</p>			✓	
<p>Where an incoming tenant has particular needs and requires adaptations, these should be assessed by an Occupational Therapist and will be progressed once the tenant has moved in.</p>			✓	

Stairs, floors and joinery

Stairs, floors and joinery	Pre void	Void	Post void	Rechargeable?
<p>Any evidence of damp / rot woodworm in floors and woodwork must be thoroughly investigated and resolved.</p>		✓		

	Stairs, floors and joinery	Pre void	Void	Post void	Rechargeable?
!	Risers, tread, handrails and balustrades must be secure and free from trip hazards.		✓		
!	Space between balustrades should not exceed 100mm at any point		✓		
!	Any change in level of more than 600mm should have at least one handrail		✓		
!	Damaged or loose wood / chipboard floorboards will be fixed or replaced as necessary.		✓		
	Solid floors will be in good order with no cracks / holes.		✓		
	In the kitchen and bathroom, floors should be level and suitable for taking a vinyl floor finish. Where necessary install 6mm plywood flooring across floor area to create a suitable level surface for taking new floor finishes. Kitchen and bathroom floors to have non-slip vinyl fitted as per Albyn Specifications.		✓		
	All woodwork will be fixed and fitted securely and be in good condition. This includes all skirtings, architraves, window boards, curtain battens and door frames.		✓		
	Where woodwork repairs are carried out, new woodwork (and adjacent if required) should be fully primed and then decorated in white gloss paint.		✓		

Decoration

	Decoration	Pre void	Void	Post void	Rechargeable
	Plasterwork should be free from defects, other than hairline cracks.		✓		
	Any polystyrene ceiling tiles in properties should be removed (fire safety) and ceiling made good and redecorated.		✓		
	Decoration in each room of the property will be categorised as either:				

Decoration	Pre void	Void	Post void	Rechargeable
<p>Category: Very Good Description: Decoration is attractive with little or no damage Action: Only cleaning required</p>		✓		
<p>Category: Good Description: There is minor damage that can be repaired without affecting the appearance of the room – incoming tenant will not require to redecorate after repairs. Action: Minor repairs to be carried out – loose wallpaper edges refixed, minor plaster repairs carried out, small areas touched up.</p>		✓		
<p>Category: Fair Description: Walls / ceilings require some repair that the incoming tenant will be required to redecorate but decoration is not offensive and there is no nicotine staining Action: Repairs carried out to prepare surfaces for decoration - plaster repairs, remove loose wallpaper. Decoration vouchers offered Optional action: Where property is designated as supported accommodation or designed for tenants with disabilities, decoration may be carried out rather than offer vouchers.</p>		✓		<p>✓ If reason for 'fair' assessment is due to outgoing tenant</p>
<p>Category: Poor Description: Substantial repair is required to wall surfaces, and/or decoration is poor quality, unfinished, very dark colours, offensive or walls / ceilings are nicotine stained Action: Decorate room as per enhanced lettable standard specification below</p>		✓		<p>✓ If reason for 'poor' assessment is due to outgoing tenant</p>
<p>Enhanced lettable standard – where a property has been identified for the enhanced lettable standard, decoration throughout should meet the 'very good' or 'good' standard. Rooms that don't meet the 'very good' or 'good' standard should be fully redecorated – white primer and then white gloss paint to woodwork, two coats Dulux matt emulsion or equal to walls, two coats white matt emulsion to ceilings.</p>				As above
<p>Mid market properties – decoration in each room should meet the above 'Very Good' or 'Good' category. Any room that falls below these categories should be redecorated.</p>				As above

Energy efficiency

	Energy efficiency	Pre void	Void	Post void	Rechargeable?
!	Loft insulation – in top floor flats and houses, check loft insulation and top up to 300mm where required. Ensure ventilation gaps around perimeter of roof space are maintained		✓		
	Draughts – ensure any gaps in external wall (for instance where services pass) are sealed appropriately to prevent draughts.		✓		
	Draughts – where floor coverings have been removed, seal between floor and skirtings to reduce draughts		✓		
	Infra-red camera survey to be completed during void works and any remedial works identified and rectified. Any major issues identified should be brought to the attention of the Senior Maintenance Officer.		✓	✓	
!	Hot water tank jackets – ensure that any hot water tanks are either factory fitted with insulation or have a tank jacket fitted securely.		✓		
!	Cold water tanks and pipework – in the roof space should be lagged to prevent risk of freezing. Where possible these tanks should be removed		✓	✓	
	Light bulbs – energy efficient light bulbs to be fitted throughout property		✓		
!	EPC – an Energy Performance Certificate should be carried out for all properties that have no EPC, or an EPC older than 10 years, or have had energy efficiency work carried out since the last EPC. Where energy efficiency work is carried out during the void period, the EPC should be carried out after completion of this work. The EPC will be displayed in the property and a copy provided to the tenant.		✓		

Loft spaces

	Loft spaces	Pre void	Void	Post void	Rechargeable?
	All personal items should be removed from loft spaces.		✓		✓
!	Cold water tanks should have a secure lid fitted. Where there is no lid in place, tank should be checked for cleanliness and lid fitted. Where a cold water tank is identified void Technical Officers to inform Compliance team		✓		
	Cold water tanks should be accessible via a walkway		✓	✓	
	Where there are signs of condensation in roof space, ventilation should be checked and increased: <ul style="list-style-type: none"> Perimeter ventilation should not be impeded by insulation If necessary, a roof vent or extract may be required 		✓	✓	
	Loft hatches should be secured with a combination slide bolt		✓		

Condensation, damp and mould / ventilation

	Condensation, damp and mould / ventilation	Pre void	Void	Post void	Rechargeable?
!	All properties should be free from damp and mould. Surfaces with damp and mould will be cleaned and redecorated or replaced depending on the seriousness of the problem. Any evidence of damp or mould will be thoroughly investigated and the appropriate remedial action taken.		✓		
	<i>See kitchen and bathroom sections for information on extraction specific to those rooms</i>				

Where a property has previously had persistent condensation issues, consideration to be given to installing Positive Input Ventilation where this hasn't already been done.		✓	✓	
Existing Positive Input Ventilation units should be serviced and filters checked and replaced if necessary.		✓	✓	
Air bricks around property to be checked and any covers removed		✓		✓ If covered over by outgoing tenant

Asbestos and legionella

Asbestos and legionella	Pre void	Void	Post void	Rechargeable?
Asbestos				
An asbestos management survey should be carried out for void properties including any associated loft space and dedicated stores		✓		
Any identified asbestos must be added to the asbestos register and the tenant provided with a copy of the information for their property.				
Where disruptive work is planned as part of the void / post void work, a refurbishment and demolition survey must be carried out		✓	✓	
Legionella				
<i>Legionella - Shower heads and hoses – see bathroom section</i>				
In properties with hot water tanks – check tank temperature settings and ensure water is running to correct temperatures		✓		
In properties with TMVs, check and calibrate TMVs		✓		

Asbestos and legionella	Pre void	Void	Post void	Rechargeable?
Check for dead legs in plumbing system and remove		✓		
In all properties, on completion of void work signage to be posted in property (on bathroom and kitchen doors) advising that water system is not to be used until fully flushed through. The Tenancy Allocations team are to flush through prior to tenant moving in.		✓		

Private garden areas

Private garden areas	Pre void	Void	Post void	Rechargeable?
Garden areas will be cleared of belongings and contamination such as sharps		✓		✓
Sheds in good condition may be left if they are allowed under permitted development rights. It should be located at the rear of the property, should not take up more than half the rear garden, a maximum size of 8 ft x 4 ft , a minimum of 1.4 meters from any building, a minimum of 1m from any fence and is not higher than 3m at any point) Incoming tenant will be asked to sign agreement to take over responsibility for shed	✓	✓		✓ If shed is in poor condition or doesn't comply with permitted development rights
Paths, patios or hard standings should be in good order and free from trip hazards.	✓	✓		✓ If hard landscaping has been installed by outgoing tenant
Gardens will be tidied prior to relet – grass will be cut, brambles or other invasive plants will be removed, hedges cut back to 4 ft at front and 6ft at rear Cuttings to be removed from the garden	✓	✓	✓	✓ If garden has not maintained in

	Private garden areas	Pre void	Void	Post void	Rechargeable?
	Tenancy Operations team can request a further cut if the garden has become overgrown at point of new tenancy starting				accordance with tenancy agreement
	Rear gardens should have a rotary drier or drying line fitted in useable condition.	✓	✓		
	Appropriate wheeled bins will be provided (dependant on the Local Authority). Bins will be put out for emptying during the void period and empty for the incoming tenant.		✓		✓ If the local council refuse to empty the bins due to misuse
	Fences and gates to the property will be in good, safe order without gaps or damage that would allow a child or pet to escape.	✓	✓	✓	
	There should be adequate external lighting to front and rear doors to prevent trips and falls	✓	✓		
	If a pond has been installed by the outgoing tenant this should be filled in and levelled off and planted with grass seed.	✓	✓	✓	✓ If outgoing tenant does not carry out works required

Repairs to internal / external communal areas should not be raised to the void budget / via the void contract. These should be raised as repairs through the repairs and maintenance framework.

Internal communal areas

Internal communal areas	Pre void	Void	Post void	Rechargeable?
Internal communal areas should be clean and free from debris, rubbish and personal belongings	✓	✓		✓
Block entrance doors should be secure and free from damage with door closer fitted. Door should self close and latch securely	✓	✓	✓	
Door entry system should be fully operational.	✓	✓		
Where block entrance door is fitted with an auto door closer, servicing should be up to date and door should auto close securely.	✓	✓		
All signage in the communal areas should be legible and free from graffiti	✓	✓	✓	
Communal windows should be free from damage and fully operational – any boarded-up windows should be repaired as soon as possible after being reported. Communal windows above ground floor should be fitted with window restrictors	✓	✓	✓	
Communal flooring should be clean and free from damage, rips or trip hazards.	✓	✓	✓	
If poor quality internal communal decoration is present, Void Technical Officers should check the cyclical programme of decs and inform the Senior Maintenance Officer who can review the planned upgrade programme. As a very minimum internal areas should have one light per floor in stairwells.	✓			
Where internal communal area cleanliness requires attention, this should be highlighted to HRIL to raise with the cleaning contractor. Provide photos to assist.	✓			

External areas

	External areas	Pre void	Void	Post void	Rechargeable?
	The roof should be in good condition, with roof finish (tiles, slates etc) intact, free from vegetation and wind and watertight. Any evidence of water ingress into the flat or communal areas should be thoroughly investigated. Where roofs have significant vegetation/moss and cannot be removed from ground level or a Mobile Elevating Work Platform (MEWP) this should be highlighted to the Senior Maintenance Officer. Quotes to be approved by Senior Maintenance Officer.	✓	✓	✓	
	Fascia's, bargeboards and soffits will be secure, intact and free from rot or decay	✓	✓	✓	
	All pointing, render and flashings should be in good order with no holes or gaps that would threaten wind and watertightness	✓	✓	✓	
!	Chimneys should be in safe condition with chimney pots securely fixed.	✓	✓	✓	
	Guttering will be securely fixed and clear of foliage or obstructions with all joints sealed securely and no leaks	✓	✓	✓	
	Downpipes will be securely fixed, intact and free from blockages.	✓	✓	✓	
	Replacement guttering / downpipes will be uPVC deep flow profile or equal unless otherwise required to meet planning requirements			✓	
	Gully covers will be provided to all drain heads	✓	✓	✓	
	Poor quality external decoration will be highlighted to the Repairs and Maintenance Team to be added to an appropriate decoration programme.	✓	✓	✓	
	Manhole covers throughout will be present, in good condition and securely fitted.	✓	✓	✓	
!	Concrete or paved driveways, paths, patio areas and drying areas will be in good order, level and free from trip hazards.	✓	✓		
!	External stairs will be in good order and free from trip hazards. Handrails and balustrades will be secure. Gaps between balustrades should not exceed 100mm.	✓	✓		

	External areas	Pre void	Void	Post void	Rechargeable?
	Roads and car park areas under the control of Albyn Group will be in good order, free from potholes or dangers such as loose / missing manholes or drain covers.	✓	✓	✓	
	Grassed areas should be relatively even and free from trip hazards. Uneven areas should be brought to the attention of the Repairs and Maintenance Team and dealt with by the gardening contractor.	✓	✓	✓	
	Poor quality landscaping (weeds, overgrown areas etc) should be brought to the attention of the HRIL or the factor by the housing team	✓	✓	✓	
	Poor quality exterior areas (litter, dog fouling, fly tipping) should be brought to the attention of the Tenancy Operations Team so that a scheme tidy can be arranged.	✓	✓	✓	✓
	Perimeter fencing / walls will be in good, safe order without gaps or damage that pets or children could escape through.	✓	✓	✓	
	Communal rotary driers will be in good, safe order	✓	✓		
!	External lighting should be in working order and provide adequate lighting to prevent risk of falls / trips. In particular external stairs and paths to car park areas and bin stores should be well lit. Lighting should be controlled by PIR sensor.	✓	✓		
	Bin areas / stores will be free from overflowing rubbish.	✓	✓		
	Garden sheds in communal areas will be removed.	✓	✓		✓
	For houses – TV aerials / Sky dishes specific to individual properties are not maintained by Albyn. If fitted securely these will be gifted to incoming tenant. If fitted insecurely or without permission these will be removed.	✓	✓		✓ If fitted without permission

Stores, cellars, outbuildings, bin stores and bike sheds

	Stores, cellars, outbuildings, bin stores and bike stores	Pre void	Void	Post void	Rechargeable?
	Stores specific to the property should be cleared of personal belongings		✓		✓
	Outbuildings, stores and cellars should be wind and watertight (where appropriate) and in good structural order with external finishes in good order	✓	✓	✓	
	Any rainwater goods to the building will be clear of blockages and leaking joints	✓	✓	✓	
	Any electrical equipment within the building will be in safe working order	✓	✓		
	Areas will be swept clean and clear of any debris or rubbish	✓	✓	✓	✓
	All stores (other than bin stores) should have a lockable door in good working order. Incoming tenant should be provided with keys as per section on External doors.	✓	✓	✓	

Appendix 1 - Flowchart of inspections and work phases

