

**BASS Contract**

**Empty Property (Void) Management Procedure**

**This document supports the BASS Empty Property Policy**

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**Contents**

Page

1. Introduction

3

2. Definitions

3

3. Void Management

3

4. Properties out of Management

4

5. Monitoring of Voids & Properties out of Management

5

6. BASS Specific Void Property Considerations

5

7. BASS Void High Level Process

23

**Appendices**

Appendix A: Move out Checklist

9

Appendix B: Pre-void checklist

11

Appendix C: Flow chart procedure for void management

14

Appendix D: Re-Let Checklist

15

Appendix E: Re-Let Equipment Checklist

23

**Preface**

This Procedure supports the ‘BASS Contract Empty Property Policy, which outlines Nacro’s approach to Empty Property Management, with an aim wherever possible normalise BASS and Nacro void management processes and standards. Whist ensuring Nacro’s business objectives are met and the requirements of the BASS contract are delivered within MoJ’s expectations as set out with their Service Specification Schedules. Ensuring ‘Service User’ experience is of an acceptable standard, by striving for continuous improvement of a value for money quality accommodation and support service.

# Introduction

An unoccupied property or bedspace signifies a loss of rental income to Nacro. To minimise this loss, every effort must be made to re-let a property or bedspace to an applicant for housing, as soon as possible after the former resident has left. This is critical when it is a BASS property due to the Ministry of Justice (MoJ) strict target of a **7 calendar days** void turnaround period.

Nacro sets targets on a national, area and scheme basis to ensure that rent loss through the changeover of residents is kept to a minimum. Additional targets are also set for overall re-let times. It is paramount that all staff are aware of and understand their scheme targets. All performance targets should be addressed in both team and area staff meetings as a standard agenda item.

The Empty Property (Void) Management process is designed to ensure that the period of time that a property or bedspace is void remains within the target times set. BASS properties have a specific **7-day ‘End to End’** process Section 7.

# Definitions

**Void property/bedspace**: is an empty property/bedspace that is not currently occupied. The unit may be available to let following cleaning, the replacement of furniture/equipment, and the selection of a new resident; or it may be in a condition where it requires repair work to be carried out before it can be re-let.

**Property/bedspace - out of management**: refers to an empty property/bedspace that is not available to let because of some exceptional reasons. See section 4a for further information. It may be ‘temporarily’ out of management until the issue is resolved or ‘permanently out of management’ where a property is being decommissioned and handed back to the owner or sold. New properties purchased or leased by Nacro may be temporarily out of management for a limited period of time (maximum of 2 weeks) until it is made ready for let. See section 4c.

While properties in this category do not impact on void performance, they do reduce the total amount of rent chargeable by Nacro and need to be budgeted for to avoid an adverse financial impact on the organisation.

# Void Management Procedure

These should be read in conjunction with the flowchart for void management (please see appendix C).

## Prior to Departure

When we receive notice from a resident that their property is likely to become vacant, the following tasks are to be undertaken prior to the tenants’ departure:

* Complete the move out checklist (please see appendix A)
* Identify a suitable applicant from the waiting list to offer the room/property to. It is essential that up to date waiting lists are helping to ensure the quick turnaround of the void property
* Inspect the property, in agreement with the current resident, using the pre-void checklist (Please see appendix B). Where this is not possible, reference can be made to the last Health & Safety inspection.
* Ensure any essential repairs are identified and reported to the maintenance helpdesk - minor work can, where appropriate, be carried out around the new resident. All repairs required including internal redecoration must be reported to the maintenance helpdesk as a void to ensure the work is carried out on the priority void category.
* Order items of furniture/equipment ready to be installed immediately after the resident’s departure.

## When a Property/Bedspace becomes Void

* Staff to ensure that the tenancy/licence is terminated in the housing management system i.e. Open-Housing. This is achieved by completing an A2 Leavers Form and ensuring that Admin (or the individual responsible for dealing with tenant move ins/outs) processes the form within 24 hours, in order that the property can be set up as a void on Open-Housing.
* Staff to inspect the property on the same day that it becomes vacant and complete the re-let checklist (see appendix D). Wherever possible the Project Worker should prepare the property for re-letting that same day. This involves cleaning the property, replacing small items of furniture and equipment. Minor DIY tasks should also be carried out where the worker is trained and competent to complete such tasks.
* Outstanding non-essential maintenance should not prevent a new resident from moving in. The work can be carried out around the incoming resident.
* Cleaning companies should only be used in exceptional cases, when the property is left in an extremely unsanitary condition. This includes bodily fluids from a serious incident.
* Small household items should be bought in bulk and stored locally, so that staff can easily access them, in order to re-let the void property/bedspace in the quickest possible time.
* Teams should use one or two local suppliers for furniture replacement, where favourable terms and discounts and quick delivery times have been negotiated by the team in advance. Suppliers must only be used if they can deliver within 3 working days.
* If second hand furniture is used, it must be in very good condition and meet all safety requirements. White goods should be new.
* Items of furniture in a property/bedroom must match/be co-ordinated. Please refer to lettable/property standards.

# Properties Out of Management

When properties or bedspaces are taken out of management, they do not count as voids. However, the gross rent figure in the budget is reduced, so the net effect is the same i.e. income is lost. It is therefore essential that if a property or bedspace is taken out of management, it is returned or replaced as soon as possible.

Before any property can be taken out of management, approval must be sought by the Area/Operations or Service Manager from the relevant Head of Housing. BASS properties will require the approval of the MoJ as per their Service Specification Schedules.

* 1. Taking properties out of management on a temporary basis

Rooms or whole properties should only be taken out of management temporarily for exceptional reasons, including:

* Where there has been serious damage, for example, due to fire, flood, vandalism, etc. at the property which requires major work to be carried out. out.
* There are major structural repairs that need to be carried out to the property by the landlord/owner.
* In shared housing where the actions/behaviour of a resident poses a significant risk to other potential residents, resulting in other rooms not being re-let while the resident in question is moved on/evicted.

### Properties/bedspaces should not be taken out of management for the following reasons:

* Where the property or scheme is having difficulty in attracting referrals.
* Where standard re-let repairs are required prior to re-letting.
  1. Taking properties out of management on a permanent basis

Properties should only be taken out of management permanently when they are no longer required and are being returned to the owner or sold. Or in the case of a BASS property when they do not meet the criteria within Sections 6.6 & 6.7 of this procedural document.

### Please note that the lost rental income for: -

### Nacro properties being taken out of management temporarily will come from the voids budget. The same will apply to properties taken out of management permanently if no replacement property is in management if there should be one in the budget.

### BASS properties are based on a financial penalty is based on 75% of the value of the bedspace per day, and there is a critical protocol to follow as described in Section 6.7

### 

* 1. New properties

Newly acquired properties may be taken out of management for a maximum of 2 weeks from the lease commencement date or when they are legally in Nacro’s ownership in order to furnish, equip and let them. After 2 weeks, if the property is not let then it must be brought into management and will be classed as a void until let. In exceptional circumstances the Head of Housing may give approval for the two-week period to be extended on a week by week basis.

Any request to take a property/bedspace temporarily out of management for reasons not included in the above criteria must be agreed by the relevant Head of Housing.

Once approval has been obtained to take a unit out of management; the Team Manager should complete a weekly property changes form (PA1) detailing the reason(s) why the unit is to be taken out of management. An estimation of how long the out of management period is likely to be should also be provided. This form should be sent to the MI Manager – Housing, who will then update the relevant property details in Open-Housing. Properties must not be taken out of management on Open-Housing other than by this route.

Managers are required to notify the MI Manager – Housing when a property comes back into management, again using the PA1 weekly property changes form. A report is produced on a monthly basis by the MI Manager – Housing, showing details of the units that are currently out of management. Area Management will be expected to demonstrate that they are taking all reasonable steps to bring the property/bedspace back into management as quickly as possible.

1. **Monitoring of Voids and Properties out of Management**

All teams must monitor both voids and properties out of management to ensure all necessary remedial action is undertaken to minimise the period of time that the property/bedspaces is not available to be let. The information on Open-Housing must be accurate so this must be checked on a regular basis and no less than monthly using the void and properties out of management report produced by the National Management Information (MI) Manager. Any inaccuracies must be reported to the National MI Manager immediately.

1. **BASS specific Void Property Considerations**

Nacro is committed to delivering a high standard quality accommodation for all its service users, whilst meeting the criteria of standards and supply within the BASS Contract, in particular; a **Seven Day** turnaround for voids. In meeting this target Nacro must meet the standards within this Section. For clarity within this Section **Accommodation** relates to either or Bedspace/Property being attributed to the BASS Contract.

* 1. As a minimum, Nacro will ensure that the Accommodation complies with Decent Home Standards published by the Department for Communities and Local Government from time to time, including by undertaking necessary:

1. repairs and maintenance to furnishings, including replacements
2. repairs and maintenance of internal fixings and decoration
3. repairs and maintenance of the Accommodation or ensuring the landlord or owner of the Accommodation (if that is not Nacro) does so
4. routine maintenance of external fixings and areas, including lawned areas, driveways and public rights of access routes. Nacro will ensure that this is completed at a required frequency sufficient to ensure the Accommodation meets or exceeds the standards of the properties in the immediate area.
   1. Nacro will ensure that any gardens at the Accommodation will be secured by fencing and/or walls, and clear of rubbish, with no debris that could cause harm including broken glass and potential weapons.

In addition, Nacro will ensure that: -

1. kitchens are clean and safe
2. doors are intact
3. cookers and ovens are clean; and
4. bathrooms are free of mould and mildew and well ventilated.
   1. Nacro will ensure that the Accommodation is suitable, furnished accommodation of the type and location agreed with the Authority (MoJ) in writing.

Nacro will ensure that the Accommodation:

1. has a separate lockable bedroom for each Service User
2. contains furnishings as advised by the Authority at G10
3. complies with all relevant Statutory Duties and Law.
   1. The Authority will approve sourcing areas for new Accommodation on the basis of representations made by Nacro. The MoJ have advised it is expected that there will be National coverage with every Community Rehabilitation Company Contract Package Area having Accommodation located within it.

The Authority's approval of Accommodation will be based on a range of factors which may include:

1. geographic location and demand for BASS services
2. compliance with the requirements of this Contract
3. suitability based on neighbouring features / amenities / facilities
4. suitability based on features of Accommodation (e.g. accessibility).
   1. Nacro will ensure that all new Accommodation shall be procured in line with protocols previously agreed with the Authority as set out in 6.4 above, and with the relevant Local Authority, the Police, and in consultation with the National Probation Service (NPS).

* Nacro will obtain the Authority's Approval to new Accommodation before it is used for the Services, with justification given for any refusals.
* Nacro acknowledges and agrees that in addition to obtaining the Authority's Approval for any new Accommodation, the police may also veto any proposed new Accommodation.
  1. Nacro will ensure that Accommodation shall not be allocated to the Service User where it is aware that planned events may affect the Accommodation, including any building works if such events would require Service Users to be relocated.

Nacro will repair and maintain the Accommodation to a standard compliant with those for disrepair and maintenance under the Landlord and Tenant Act (1985) and Defective Premises Act (1972) and which shall include: -

1. Make arrangements for emergency temporary accommodation as set out in 6.4 above.
2. conducting an individual needs assessment on each Service User to identify any individual requirements.
   1. The Authority states within G8 of its Schedule that: -

“Where any Bed Space is permanently or are temporarily below the standards set out in G4 and G4a of this Schedule the Supplier (Nacro) shall temporarily withdraw the Bed Space(s) from use and shall, at its cost, address the issues within the following times”:

**Category 1** – Bed Space that requires minor redecoration and/or basic repairs, (including door frame replacement and/or repair, replacement doors, lock changes and/or repairs, missing furniture, electrical socket repair, light socket repair) may be unavailable for a period of up to seven (7) calendar days, regardless of the cause of the repair.

**Category 2** – Bed Space that is impacted by communal facility, general property refurbishments or substantive repairs, which are outside the scope of Category 1 may be unavailable for a period of up to twenty-eight (28) calendar days.

**Category 3** – Where the risk profile of any Accommodation has increased to a level where the Authority agrees with the Supplier in writing that a temporary closure is necessary pending a review of the long-term continuation of that Accommodation for the purposes of this Contract then the period for this Category 3 approval shall be up to eighteen (18) weeks, including category repairs described above within this Section 6.7.

“For Category 2 and 3 instances, a plan must be produced by the Supplier (Nacro) and sent to the Authority within 7 days for its approval that clearly sets out”: -

1. why the Bed Space(s) are not ready for use
2. the Category the Supplier has attributed
3. the date the Bed Space(s) are expected to be brought back into use
4. details of the required works the Supplier is organising to bring the Bed Space(s) back into use

Any plan received outside of the 7-day period will be deemed as being treated as a Category 1 issue.

The Authority will consider the plan and will not withhold Approval unless the plan is incomplete, inaccurate or is wrongly categorised and the time approved by the Authority will become the agreed repair time. The Authority will reserve the right to visit the Bed Space(s) and verify the plan.

* 1. Nacro will ensure that the minimum furniture, fixtures, fittings and utensils will be provided at each Accommodation property are to standards set within the MoJ’s Schedule G10 and will be maintained in good condition or replaced. These are accommodated with Appendix D & E Re-Let Checklists.

**7.0 BASS Void High Level Process**

7.1 The MoJ sets a strict target of a **7 calendar days void turnaround**, being a **7 day ’End to End’** void management target. If Nacro does not meet this target, it will incur a financial penalty as it will have a bedspace/room/property out of the letting pool.

7.2 The financial penalty is based on 75% of the value of the bedspace per day.

7.3 Nacro has made provision within its ‘Maintenance Services’ contract to pass this penalty on to contractors where they do not deliver their services on voids in 5 calendar days. This is currently charged at £30 per day for each day the contractor goes over the 5-day contractor void period.

7.4 The **7-calendar day ‘End to End’** void management high-level process has been split as follows: -

**Day 1** - Nacro staff are responsible for inspecting room/unit/property and raising any necessary cleaning and repair works.

**Days 2 to 6** - Cleaning and Repair works to be undertaken by Service Providers

**Day 7** - Nacro staff to inspect and ensure any snagging is either carried out or an appointment made to return post void, where applicable.

7.5 It is important to remember that in most situations voids are a bedspace/room only, although repairs required to communal/shared areas of the property may impact on the bedspace/room being let.

7.6 The Void Management Flowchart should be followed in conjunction with the **7-calendar day ‘End to End’** void management high-level process in Section 7.4 above.

Appendix A

## Move-out checklist

**Tenant Name**…………………………………………… **Date**……………………………

This form should be started as soon as a tenant notifies us that they are leaving or have been offered a property.

|  |  |  |
| --- | --- | --- |
| **Tasks to be Completed Immediately** | **Completed by** | **Staff signature** |
| Notice to be given to or by tenant.  Copy to be filed in tenant folder. |  |  |
| Application to be made to local furniture projects or for move on funding or a budgeting loan, applicable.  Copy to be filed in tenant folder. |  |  |
| Letter of support for above to be submitted. Copy to be filed in tenant folder. |  |  |
| Make the tenant aware of any outstanding rent arrears they may have and ask them to sign an arrears agreement form.  Explain the procedure for recovering rent arrears.  Discuss setting up a direct deductions payment for arrears and make application if applicable. |  |  |
| Contact HB to discuss any outstanding issues with claim. |  |  |
| Submit HB overlap request if required. Copy to be filed in tenant folder. |  |  |
| Write to tenant and remind them that they need to clean their room prior to moving out. |  |  |
| Inform the tenant in writing of the requirement to carry out an inventory check and a pre-void check. Inform them of the date and time of this in writing. |  |  |
| Complete the pre-void checklist with the tenant and another staff member where possible. |  |  |
| Order any necessary maintenance, plan decoration and items needed to re-let room. |  |  |
| Give Exit Survey to tenant with stamped addressed envelope and request this be returned before they move out if possible. |  |  |

|  |  |  |
| --- | --- | --- |
| **Tasks to be completed on day of move-out** | **Completed by** | **Staff signature** |
| Check room against latest inventory check with tenant and another staff member where possible. |  |  |
| Key to be returned. Deposit to be returned via finance if applicable. |  |  |
| Complete room clean procedure checklist. |  |  |
| Fax / e-mail HB with move-out date form. Copy to be filed in tenant folder. |  |  |
| Write to HB to cancel claim if no HB overlap request in. Copy to be filed in tenant folder. |  |  |
| Record forwarding address and move-out date on the SP and rent ledger sections of Open-Housing. |  |  |
| Explain about redirecting post to SU. |  |  |
| If tenant has left items in the room, record all items on a ‘goods to be stored’ form and bag up the belongings with another member of staff if possible. A copy of this form should be filed in the tenant’s folder and the original document is to be filed in the ‘Goods Stored’ folder.  Bags and possessions are to be labelled and stored safely. Advise or write to the tenant to ask them to collect their possessions within 28 days, as per procedure. |  |  |
| **To be completed after move-on** |  |  |
| Complete SP outcomes monitoring form |  |  |
| Archive the information contained in the support and housing management folders, ensuring that it is clearly labelled with the tenants’ name, national insurance number, date of birth, omni reference key, move in and move out dates. |  |  |
| If the tenant has rent arrears and they have not adhered to the arrears agreement procedure, the Rent Income Manager sends out an all pay card, with the RPM25  letter 1 – Former Tenants Arrears. |  |  |

**Once the move-out procedure has been adhered to, this form is to be filed in the former tenant’s folder.**

Appendix B

Pre-void checklist

**Property address:** ………………………………………………………………………………………………………………….................

**Date of completion:** ……………………………………….. **Project Worker:** ……………………………………………………………

|  |  |  |  |
| --- | --- | --- | --- |
| **ITEM** | **TICK IF PRESENT** | **CONDITION** | **COMMENTS / ACTION** |
| **Walls** |  |  |  |
| **Carpet/ Lino** |  |  |  |
| **Lighting** |  |  |  |
| **Heating** |  |  |  |
| **Plumbing** |  |  |  |
| **Shower/Shower Curtains** |  |  |  |
| **Bath Mat** |  |  |  |
| **All Doors** |  |  |  |
| **Fire Detection** |  |  |  |
| **Fire Blanket/Fire Extinguisher** |  |  |  |
| **Windows/Curtains/Blinds** |  |  |  |
| **Décor** |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Bin** |  |  |  |
| **Bed Frame & Mattress** |  |  |  |
| **Chest of Drawers** |  |  |  |
| **Bed side Cabinet** |  |  |  |
| **Wardrobe** |  |  |  |
| **Easy Chair** |  |  |  |
| **Table** |  |  |  |
| **Dining Chair** |  |  |  |
| **Lampshade/s** |  |  |  |
| **Kitchen Unit** |  |  |  |
| **Cooker (Oven & Hob)** |  |  |  |
| **Microwave** |  |  |  |
| **Washing Machine** |  |  |  |
| **Fridge/ice box** |  |  |  |
| **Kettle** |  |  |  |
| **Toaster** |  |  |  |
| **Set of Saucepans and Frying Pan** |  |  |  |
| **Set of Cutlery Settings** |  |  |  |
| **Dinner Set;**  **Plates, Bowls, Cups/Mugs** |  |  |  |
| **Cooking Utensils** |  |  |  |
| **Set of Glasses** |  |  |  |
| **Washing up Bowl** |  |  |  |
| **Set of Oven Trays** |  |  |  |
| **Tea Towles and Washing up Cloths** |  |  |  |
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|  |  |  |  |
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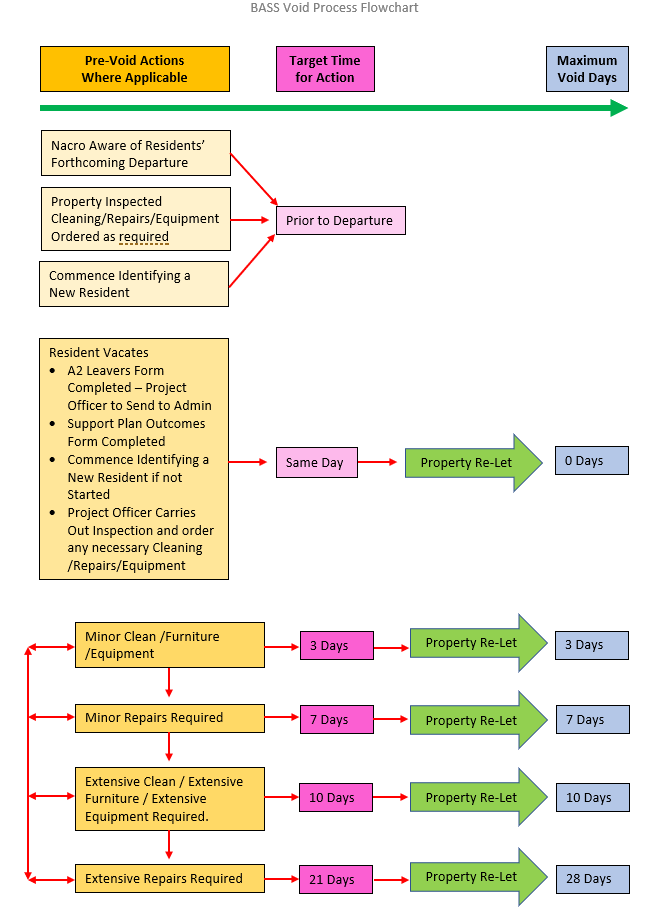
The above pre-void check of room/ property ……………………………………………………………………………………….(address)

is correct of …………………………………………(date)

### Signed……………………………………………………………………………..(Tenant)

**Signed……………………………………………………………………………..(Project Worker)**

**Appendix C**





Re-let List Appendix D

|  |  |  |  |
| --- | --- | --- | --- |
| **Property:** | | | |
| **Date:** | **Project Worker:** | | |
| **Kitchen** | **Okay** | **Work Needed** | **Reported** |
| **Sink**  Scratching to stainless steel sinks is acceptable, small dents are passable, but unsightly or large dents are not; in which case replace. |  |  |  |
| Do the taps leak?  Is the water pressure from both hot and cold taps acceptable? |  |  |  |
| Is there a plug? |  |  |  |
| Look under the sink.  If there are hot and cold feeds for a washing machine, are they leaking? The stop tap is normally located under the sink. |  |  |  |
| **Units**  Open and close all the drawers.  Are any of the backs missing?  Are the runners faulty?  Open and close the doors.  Do the hinges need adjusting?  Are the catches broken?  Are the unit bottoms or shelves missing? |  |  |  |
| Are any of the units missing?  Look for clean patches of wall. |  |  |  |
| Sink base units often deteriorate quicker than other kitchen units through leaks or carelessness.  How solid does the carcass feel?  If it has suffered, the laminate will be peeling off and the chipboard beneath will feel soft.  You can have just the carcass replaced. |  |  |  |
| Missing or damaged doors will need replacing. This may take time to source but, though not ideal, shouldn’t prevent someone from moving in. |  |  |  |
| **Kitchen** | **Okay** | **Work Needed** | **Reported** |
| **Worktops**  What state are the worktops in? They don’t need to be perfect but if the finish has worn through they need replacing. |  |  |  |
| Is there a minimum of two rows of splashback tiles running the whole length of the worktops?  If not, have them fitted. |  |  |  |
| Is there a joint of mastic where the tiles meet the worktop?  If so, is it in good repair?  If not, have it replaced. |  |  |  |
| **Lighting**  Kitchens often have fluorescent lighting. Is a diffuser cover fitted to the tube?  If not, have one fitted. |  |  |  |
| **Cleanliness**  How clean are the floor, worktop, unit shelf and wall unit tops? If they feel greasy or look dirty they need cleaning. |  |  |  |
| **Gas boilers**  Gas boilers are often fitted in the kitchen. While not qualified to inspect gas fittings, all sealed systems have a visible pressure gauge on the boiler.  Check the needle is not in the shaded danger areas indicating too low or high a pressure that will prevent the boiler from operating. |  |  |  |

Notes:

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| **Bathroom** | **Okay** | **Work Needed** | **Reported** |
| **WC**  Nacro does not provide new toilet seats just because a new tenant is moving in.  Only replace if it is damaged.  Look for missing hinges to the side of the seat. These can be replaced individually. |  |  |  |
| If stained, clean the WC pan.  Look for cracks or chips in the pan or  rim. If so, replace it. |  |  |  |
| Rock the pan with your foot. If it moves, have the screws tightened that hold it to the floor. |  |  |  |
| Check the WC flushes properly. |  |  |  |
| **Shower**  If a shower is fitted, ensure the hose is in good condition, that the tiling is sufficient for shower use and that there is a shower curtain. |  |  |  |
| **Taps**  Check all taps for leaks and reasonable pressure. |  |  |  |
| **Plugs**  Check that the bath and sink have plugs and that the sink isn’t cracked. |  |  |  |
| **Basin**  Shake the wash basin to check for looseness. |  |  |  |
| **Bath**  Check metal baths for enamel chips; they can be inexpensively touched up without the need for replacement. |  |  |  |
| Check fibreglass baths for cracks; they will require replacement. |  |  |  |
| Check that all baths have at least two rows of splash-backs, that none are cracked, and that any mouldy and discoloured mastic is replaced. |  |  |  |
| **Cleanliness**  If it appears dirty, clean the bathroom. |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **All Rooms** | **Okay** | **Work Needed** | **Reported** |
| **Doors**  Open and close all doors, looking at both sides for holes and ease of closing.  Look at the handles and any other furniture.  Holes that are no bigger than 10cm won’t have broken the integrity of the door and can be filled; bigger holes will require replacement.  Are the handles broken or loose?  Check the action of the locks and latches for smoothness and ensure that, even if the door is warped, all locks engage properly. |  |  |  |
| Check there is a door closer that works, and the door closes properly. Fire doors also need a smoke seal strip around the frame. |  |  |  |
| **Windows**  Check all windows open and close properly.  Check for signs of forced entry such as gouges in the wood.  If evident, have a lock fitted and the gouges filled and painted or stained to match.  Defective double glazing should be replaced unless it has only a little condensation between the panes. |  |  |  |
| **Floors and walls**  Gaps in floors only require attention if big enough to get a child’s limb through.  Loose boards should be re-fixed. Cracks in walls are inevitable and only require close inspection if over two millimetres. |  |  |  |
| **Smoke detectors**  Look at the ceilings in hallways (non-HIMOs) and also in rooms (HIMOs) to ensure they are still fitted. |  |  |  |
| **Electric meter doors**  Should be completed and working. |  |  |  |
| **Electrical components**  Whilst not qualified electricians, look for obvious signs of tampering, missing or broken electrical switches, pendants, additional crudely-fitted sockets and switches, scorched or frayed cables, burn marks on boilers or hot water cylinder insulation etc.  A damaged fitting is not in itself cause for a full electric check.  Look at the consumer unit and meter box to ensure it hasn’t been vandalised. |  |  |  |
| **Gas meter doors**  Should be complete and working. |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Décor, furniture and fittings** | **Okay** | **Work Needed** | **Reported** |
| All walls should be painted in light and neutral colours (not white) in matt emulsion. |  |  |  |
| Paintwork should all be painted white gloss. i.e. skirting boards, architrave, window sills etc. |  |  |  |
| All furniture should be in good condition, suitable for use and should be co-ordinated. |  |  |  |
| Bathroom windows should have frosted glass, and be fitted with wipe clean blinds not curtains. |  |  |  |
| All other windows should be fitted with nets or blinds and curtains, not bamboo type blinds. |  |  |  |
| Curtains and blinds should co-ordinate with the room colours, avoid  floral prints. |  |  |  |

Notes:

|  |  |  |  |
| --- | --- | --- | --- |
| **Exterior** | **Okay** | **Work Needed** | **Reported** |
| **Overflows**  Look for running overflows.  If they are they need repairing thus raise a repair. |  |  |  |
| **Roof**  Look for missing ridge tiles, damaged or missing flashing, slipped or missing roof tiles, damaged gutters, missing stop ends and cracked down pipes. |  |  |  |
| **Fences**  Check for soundness by shaking them.  Posts often rot at ground level. Remedial work now could save costly repair later. |  |  |  |
| **Walls**  Check for cracks that either run straight down through bricks, or follow the line of the mortar in a step pattern.  Please report any you find. |  |  |  |
| **Security light**  Does it work?  Has one been removed leaving bare wires?  Have another fitted after have the wiring made safe. |  |  |  |
| **Gardens**  Should be cleared of all rubbish and unwanted possessions.  Under normal circumstances no landscaping should be done.  The property is taken as seen and any remedial works to the garden are the responsibility of the tenant. There are two circumstances where landscaping may be done as part of the void re-let works:  1) When a garden is left in an exceptionally poor state.  2) When, in the growing season, it is unlikely a property will be quickly let. The project worker must use their judgment in each case. |  |  |  |
| **Access gates**  Ensure it closes on the latch and that the sliding bolt engages.  Have one fitted to improve security if none are fitted. |  |  |  |
| Properties should be made available in a clean condition, but thereis no need to disinfect work surfaces and floors unless the previous tenant left them in an unsanitary condition. |  |  |  |

Notes:

Shared accommodation should be presented in a good clean and tidy condition, even when only letting one room in it. Please pay attention to the whole property.

**Signed:** …………………………………………………**.(Project Worker) Date:** ……………………………

**Signed:** …………………………………………………**.(Line Manager) Date:** ……………………………………………………

Appendix E

**Re-Let Equipment Checklist**; Furniture, Fittings, Furnishings, and Utensils etc.

|  |  |  |  |
| --- | --- | --- | --- |
| **Property:** | | | |
| **Date:** | **Project Worker:** | | |
| **Equipment Present and in Good Condition** | **Y/N** | **Action if Required** | **Replaced Y/N** |
| Bath Mat |  |  |  |
| Shower and Shower Curtain |  |  |  |
| Single Bed Frame and Mattress |  |  |  |
| Bedside Table and/or Chest of Drawers |  |  |  |
| Wardrobe |  |  |  |
| Oven & Hob |  |  |  |
| Washing Machine |  |  |  |
| Refrigerator |  |  |  |
| Appliances, including; Kettle and Toaster |  |  |  |
| Microwave |  |  |  |
| Set of Saucepans and Frying Pan |  |  |  |
| Set of Cutlery |  |  |  |
| Branded Dinner Set; Plates, Bowls, Cups/Mugs |  |  |  |
| Branded Set of Drinking Glasses |  |  |  |
| Branded Set of Kitchen Utensils |  |  |  |
| Branded Set of Cooking Utensils; e.g. Bread Knife, Masher |  |  |  |
| Branded Set of Oven/Baking Trays |  |  |  |
| Branded Washing Up Bowl and Bin |  |  |  |
| Tea Towels and Washing up Cloths |  |  |  |
| At least **One** Dining Table and **One** Dining Chair per Service User |  |  |  |
| One Easy Chair |  |  |  |
| Curtains and/or Blinds |  |  |  |
| Carpets and/or Linoleum |  |  |  |
| Fire Blanket and/or Extinguisher |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Re-Let Equipment Checklist Continued: -**

|  |  |
| --- | --- |
| **New Service User Welcome Pack** | **Provided Y/N** |
| New Bedding; Sheets, Duvet, Duvet Cover, Pillow(s) and Pillow Case(s) |  |
| Bath Towel, Hand Towel and Flannel (at least one of each) |  |
| Welcome Toiletry Pack; Toothbrush, Toothpaste, Shampoo, Soap/Shower Gel |  |
| Welcome Food Pack, containing 24 hours’ worth of food, or 48 hours’ if Service User arrives on a Friday or ahead of Public Holidays. To include sundry staple items; Sliced Loaf, Margarine, Milk, Cereal, Coffee, Tea Bags and Sugar |  |
| Mobile Phone with a Minimum Credit of £10 |  |
|  |  |

The above pre-void check of room/property address: -

………………………………………………………………………………………………

………………………………………………………………………………………………

………………………………………………………………………………………………

is correct of ……………………………………………………………(date)

### Signed…………………………………………………………………(Tenant)

**Signed…………………………………………………………………(Project Worker)**