

Void Standard

- All compliance checks carried out and relevant certificates provided
- Professionally cleaned throughout
- A good standard of décor throughout
- Flooring provided and will be to a good standard- flooring to be assessed
- No belongings or rubbish left from the previous customer
- Gardens and external spaces that are clean and tidy and free from obstructions.

Empty Homes Repairs and Maintenance

Inside the Home

- The locks to the front and any alternative main access doors (excluding patio doors) have been changed from the previous tenant*
- A minimum of 3 sets of keys to be provided
- Electrical and gas safety checks completed and the supplies will be safe and in working order. A copy of the certificates to be issued to the new customer including the energy performance certificate (EPC)
- Smoke detectors checked and tested or installed where no detection currently exists
- CO2 and Heat Detectors will be checked and tested
- In the kitchen there will be an electric or gas cooker point
- Kitchen cupboards and drawers open and close freely, wall tiles are intact, grouted, sealed and clean
- There will be plumbing, an electrical socket, and space for a washing machine
- Any appliances will be clean and Electrical Safety checked and in good working order including extractor fans
- The bathroom suite is clean and in good working order
- A new shower curtain will be fitted or, where there is a shower screen, this will be checked and in good working order
- The W.C seat will have been replaced where necessary
- The shower head and hose will have been replaced where necessary
- Internal doors open and close properly
- Windows are checked and adjusted as necessary
- Window locks checked and keys provided where applicable
- Window restrictors will be in working order (where applicable)

- Floors are sound and free from defects/hazards
- The ceilings and walls are free from major visible defects
- Architraves and skirting boards are complete
- Staircases and handrails are safe
- All water appliances and systems are safe and in working order
- The roof space is clear and free of obstacles
- There is no visible damp or mould growth
- Any mobility adaptations are safe and in working order
- Vents are clear, allowing for the free flow of air, including storage heater vents
- Rooms are deodorised
- Windows and doors are secure, open and close freely with glazing intact.
- A good standard of décor (please '*Decoration and Flooring standards*' below for guidance)
- Installed flooring throughout the property (please see '*Decoration and Flooring standards*' below for guidance)

Outside the Home

- The structural fabric of the property and attached canopies and/or outhouses, including pointing and rendering are safe
- Keys provided for any outhouses or external storage
- The roof, gutters and downspouts are in good order
- Drainage systems and waste pipes are in working order
- Paths and paving are swept and safe
- Any external handrails and steps are safe
- Any existing fences, walls and gates are safe
- There is no rubbish left from the previous tenant & dustbins will be empty
- Gardens will be mowed & overgrown hedges, bushes and trees cut back although this work may be completed after a move in date as agreed with the customer

Cleaning Specification

The requirement of a clean and clear will be dependent on the individual empty home. All homes will have an essential clean as outlined below, and some homes may require a more specialist clean*

Essential Clean

- Removal of protruding nails, cobwebs, drawing pins, sticky tape and blu tack from walls
- Cleaning electrical plug sockets, light fittings and switches

- Clean, degrease and disinfect all kitchen units, work surfaces, cupboard drawers inside and out, sinks, and appliances where applicable.
- Clean and disinfect bathroom fittings (toilet, the sink and bath/shower)
- Clean all internal windows, frames and sills, all doors and door frames
- Balconies where applicable are swept and any cobwebs any debris removed
- Clean all Radiators, skirting boards, storage cupboards, stairways and steps and tiled areas
- Clean any appliances
- Any good quality flooring already in situ to be cleaned
- Rooms deodorised



Specialist Clean

In addition to an 'Essential Clean' there will be some circumstances where a more specialist or Environmental Clean is required, which may include, indication of pests or infestation, hazardous and clinical waste, drugs paraphernalia, smoke or nicotine damage.

Decoration & Flooring Standards

Standard of décor

We ask that décor is in good condition with neutral colour schemes. If the current decoration standard is of a high quality and no defects then this can remain, however if there are scuffs, tears in paper or a bold colour theme, please redecorate to a neutral colour theme. This can be assessed on room-by-room basis.



Any rooms with a bold pattern or decor should be returned to a neutral colour scheme



Any torn wallpaper to be removed and returned to a neutral colour scheme



Any good quality wallpaper that is free from defects and neutral can remain

Flooring

All homes will have installed flooring to all living areas, hallways and landings spaces, a guide below on flooring preference and possible colour choices;

Room	Covering
Bathrooms and Cloakrooms	Non slip vinyl
Kitchens	Non slip vinyl
Living Room	Carpet or vinyl depending on the layout of the property for example; an open plan kitchen and living area may require vinyl type flooring
Hallway and Landings	Non slip vinyl
Bedrooms	Carpet

Any existing flooring needs to be assessed against the quality standards outlined in this guidance document. If the flooring is not of a good quality or has visible defects, then please replace following the guidance in this document.



For visible defects in the carpet such as furniture indentation, please make an assessment if this can be remedied by vacuuming and cleaning then we ask that the carpet is replaced*

For staining that cannot be removed by cleaning, we would ask that the carpet is replaced*



Vinyl flooring can sometimes be installed in parts where a 'spot repair' of a certain part of defective flooring can remedy the defect.

If the vinyl flooring is 'wearing' or 'tired' in areas, we ask that the vinyl flooring is considered for spot repair, if this cannot be done to a good standard then we ask for this to be replaced*



If the vinyl flooring is lifting or defective, and cannot be spot repaired or replaced, we would ask that the vinyl flooring is replaced*



Where there are defects, including bubbling or lifting, we would ask that if this cannot be spot repaired the vinyl flooring is replaced.

Colour guide for replacement flooring

We aim to achieve a newbuild feel upon relet and our preference of vinyl and carpets is a neutral colour theme. Some examples of colours that we see in our newbuild homes are below;

Anti-slip vinyl



Carpet



Window Coverings

In certain homes where there are any bespoke shaped or overly large windows fitted blinds would have been provided.

We ask that blinds are checked for condition. If in good condition and defect free then these can be cleaned. We ask that any blinds that are not in a decent condition for example, heavily stained or damaged are replaced*

Final Technical Checks

To ensure that all elements of the home are in good working order, we ask that all components are checked during the works process, including, but not limited to; door entry systems, any appliances that form part of the property, ventilation fans etc.

Compliance Checks & Certificates

CP12 Gas Safety Certificate

Electrical Safety Certificate