

## 4b Empty Property standard

Approved by	Management Committee
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Policy Ownership	Chair
Business Plan Objective	Governance
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Mission, Values Principles	Voluntary and Open Membership Democratic Member Control Member Economic Participation

# **Your New Home**

## **Introduction**

This is the standard you should expect in your new home, detailed description below.

Once you have had a viewing you will have 48 hours to make a decision to take it or not.

Cleaning and repairs will all be done before you move in.

The standard of your new home will meet Health & Safety standards that are required by legal regulation. We will not be making any further changes to the property at this stage. If you decide to take the property and wish to make requests outside of this standard, you can do, but there is no guarantee these will be honoured. If this is the case, please email [office@nlhcoop.org](mailto:office@nlhcoop.org) and request a form to do this formally. This will be submitted to the committee for consideration.

As a co-operative we aim to work together to ensure your new home is in good order and you are happy with it (some level of self-help is expected).

## **Standard**

### **1. Locks**

- All properties to have full lock change to both front and rear doors
- Tenant is to be provided with no less than two keys per door lock

### **2. External Environment**

- Front and rear external enclosed spaces should be clear from rubbish and debris.
- Gardens should be in a maintainable condition and any serious overgrowth will be cut down. Especially if posing a structural risk to the property.
- Paths, yards, steps, and ramps to property to be safe, secure and free from hazards.
- All fencing, railings, gates, handrails, etc, to be made secure, safe, and in good working order.
- Any sheds, though not shed bases, left by a previous tenant will be removed if in disrepair. The co-operative is not responsible for upkeep.

- Gardens are the responsibility of incoming tenants. Please make note of trees and bushes to ensure you are able to maintain them.

### **3. Windows**

- All windows to be fully functional and easy to operate.
- All glazing and windows to be secure, free from damage, draught free and weather tight.
- Restrictors will be fitted to first floor windows
- Tenant is to be provided with window lock keys where applicable

### **4. Doors**

- All doors should be secure and free from defects.

### **5. Kitchens**

- All units to be clean, secure and free from operating defects.
- All doors and drawers to open and close securely.
- All worktops should be securely fixed, match and be fit for purpose.
- All worktops and sinks to be surrounded by minimum of 150mm high splash-back tiling, with silicone sealing at the join. Any damage to tiling will be made good.
- All sinks to be clean and serviceable, with plug & chain attached.
- Water and waste to be in place for washing machine, including washing machine taps/valves for connections.
- Worktops adjacent to cookers to be fitted with protective metal edging strips
- Extractor fan or cooker hood to be in working order.

### **6. Bathroom and w/c**

- All bathroom fittings to be free of stains or cracks, and have plugs & chains attached as necessary. Replace toilet seat.
- All fittings to be securely fixed, and to be sealed at the join to floors and walls using silicone sealant
- Missing tiles to be replaced to match existing. We may replace with a complementary tile if no match available.
- Grout and sealant to be clean and free from mould
- Bath panels to be free from damage and securely fixed.
- WC cistern to be operating correctly.
- Extractor fan to be in working order.

- All internal bathrooms must be fitted with an extractor fan.
- All existing shower fittings should be fully operational.
- A new shower curtain will be supplied. A shower curtain must be used to avoid water damage to the bathroom.

## **7. Internal Doors**

- All internal doors to be fitted with lever (push down handle) furniture. Furniture to be fully operational.
- Any small knocks/holes in internal doors to be filled by the incoming tenant.
- Bathroom doors to be fitted with lockable lever handle set, or lever set handle plus 100mm bolt.

## **8. Floors**

- All split, damaged and uneven floorboards (where trips are a risk) to be replaced/repaired
- Solid floors to be even and free from obvious defects (where visible).
- Pvc floor tiles or other floor coverings in kitchens and bathrooms provided by the co-operative are to be securely fixed to the floor and in good condition.
- Any existing installed flooring is gifted and the responsibility of the incoming tenant, this will not be maintained or replaced by the co-operative, and you can choose to remove and replace them.

## **9. Stairs**

- Balustrades, newel posts, and handrails to be securely fixed and fit for the purpose

## **10. Walls & Ceilings**

- Ceilings and walls will be free from visible major defects
- All minor cracks, nail holes, minor damage etc, to be filled and made good by the incoming tenant

## **11. Cellars, basements and loft spaces**

- These areas are not classed as part of your living accommodation so our approach is to ensure they are safe and structurally sound.
- Any use of them as storage is at your own risk.

## **12. Heating Systems**

- All properties to have adequate space heating to living accommodation, i.e. the heat generated is sufficient to heat the room.
- Hot water cylinders to be adequately insulated.
- Operating manuals for appliances to be provided (where possible) to incoming tenant.

## **13. Electrical Installation**

- All properties to have Satisfactory Electrical Inspection Condition Report.
- All extractor fans to be checked.
- Missing doors on all external gas and electricity meters will be replaced or overboxed as a second option.

## **14. Hot & Cold Water Taps**

- Taps to be checked and left fully operational.

## **15. Cleaning & Rubbish Removal.**

- Property (including the basement and attic) will to be cleared of all rubbish, previous tenants belongings etc.
- If you have arranged with the outgoing tenant that they will leave items for you such as cooker, carpets, etc, these are gifted and we cannot be responsible once you have moved in. We may also remove items that we consider to be unsafe or dirty.
- Kitchen units, sinks and floors will be cleaned.
- Bathroom fittings will be washed down thoroughly and disinfected.

## **16. Decoration – New Tenants**

- The co-operative is not responsible for internal decoration of the property and so makes a decoration allowance available to new tenants for this purpose.
- The decoration allowance for new tenants is to be agreed by Maintenance Officer (Shared Habitat) and the committee in line with the policy of £50 per room and is usually payable by bacs. Receipts must be provided.

- In exceptional circumstances, where you are not able to repaint yourself due to disability, and the property is in a poor condition as such that it requires more than basic redecoration then the co-operative will consider either
  - Arranging to have the property professionally painted throughout in white or magnolia only, or
  - An additional payment to the incoming tenant to cover the extra cost
- This must be agreed between the incoming tenant and the maintenance officer\*, who must report back to committee prior to signing up for the tenancy.

## **17. Decoration – Transfer Tenants**

- To reflect the fact that the co-operative will incur some costs to re-let the property you are vacating the co-operative does not pay a decoration allowance to transfer tenants.
- In exceptional circumstances, where you are not able to repaint yourself due to disability, and the property is in a poor condition (such as smoke damaged...) as such that it requires more than basic redecoration then the co-operative will consider making a one-off payment to the transfer tenant to cover the extra cost
- This must be agreed between the transfer tenant and the committee prior to signing up for the tenancy.

## **18. Alarms – if present**

- Burglar alarms, all window and door sensors plus back up battery should be tested as part of the electrical safety test. Batteries should be replaced if required.
- The alarm code should be reset to 0123 ready for the new tenant.
- Tenant to be shown how to use the alarm system and how to report any issues.

## **19. Fire Alarms & Carbon Monoxide Detectors**

- Ensure at least one smoke alarm is equipped on each storey of their homes where there is a room used as living accommodation. This has been a legal requirement in the private rented sector since 2015.

- Ensure a carbon monoxide alarm is equipped in any room used as living accommodation which contains a fixed combustion appliance (excluding gas cookers).

## **20. Property Information**

- It is the co-op's intention to provide instructions for each property that identifies the location of all services for the incoming tenant including
  - Location of water stop tap
  - Location of electricity meter
  - Location of gas meter
- New tenants are advised to familiarise themselves with these in the event of an emergency.