



CAERPHILLY COUNTY BOROUGH COUNCIL

RELET STANDARD

Version: 2	Date: June 2014	Review Date: June 2015
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Lead Officer:	Debbie Bishop
Approved By:	Graham North/Shawn Couzens
Responsible Staff:	All Public Sector Housing employees

Purpose:

To provide guidance to all staff involved in the Empty Property Management Process.

Where there are exceptional circumstances, the decision to exercise discretion and vary from the guidelines must in the first instance rest with the Area/Neighbourhood Housing Manager.

General:

Determine if asbestos survey and tests are required prior to any work commencing.

1. EXTERNAL DOORS

Check that all external doors (including patio/french doors) open and close correctly and are safe and secure.

All thumb turn locking doors to be fitted with a letterbox cowl and door safety chain.

All doors are in a good condition

Check all: handles, letter-plates, hinges, frames, seals, storm-guards, and glazed panels, are intact, undamaged and fully operational.

Check for spy hole.

Where the property has been security screened, some of the checks above

<p><u>EXTERNAL DOORS /contd...</u></p>	<p>may need to be carried out when the screens are removed.</p> <p>Repair or replace as necessary.</p> <p>Always change front and back door locks (including Patio/French doors).</p> <p><u>N.B.</u> Refer to separate procedure for Sheltered Housing Schemes</p>
<p>2. <u>CEILINGS & WALLS</u></p>	<p>Check each room for: cracks, bulges, stains and damp patches especially around windows and doors, repair as necessary. Hairline or minor cracks should be considered as part of the decoration grant.</p> <p>Any historic staining on walls and mould growth is to be cleaned off and painted over using oil-based undercoat.</p> <p>Remove polystyrene ceiling tiles, coving and decorative ceiling moulds, make good as required. Plaster/Gyproc coving could remain if in a good condition.</p> <p>Check skirting boards and where damaged or missing, repair or replace.</p>
<p>3. <u>WINDOWS</u></p>	<p>Check: all glazing, handles, locks, catches, hinges and seals by opening and closing all windows – replace or repair as appropriate.</p> <p>All windows must:</p> <ol style="list-style-type: none"> 1. Open and close properly. 1. Have one key per room for all lockable windows. Where window locks operated by a key in one room differ, a replacement key or new window handle and key must be supplied. Thumb turn locks on hardwood/UPVC windows are also acceptable <p>Where the property has been security screened, some of the checks above</p>

<p><u>WINDOWS</u> /contd.....</p>	<p>may need to be carried out when the screens have been removed.</p> <p><u>N.B.</u> If there is no window key per room per lock type window handles must be changed.</p>
<p>4. <u>FLOORS/STAIRS</u></p>	<p>Check all concrete/slab/asphalt floors, floorboards where visible and floor tiles/Sheet flooring – repair or replace where necessary. If appropriate the former tenants carpet/laminate flooring can remain for incoming tenants providing they accept responsibility for these items.</p> <p>Check stairs for loose or broken treads. Check handrails and balustrades – repair, replace or provide new where none before</p> <p>If balustrade has been removed, ensure that it is replaced for safety.</p>
<p>5. <u>INTERNAL DOORS</u></p>	<p>Check that all internal doors open and close correctly and are in a good condition.</p> <p>If replacing over 50% of the doors per floor in a property then all the doors on that floor should be replaced to the new specification type, i.e. panel door.</p> <p>Check that: handles, latches, hinge, and frames are intact, undamaged and fully operational.</p> <p>All locks, other than the bathroom and W.C door, to be removed and made good. If a satisfactory repair cannot be undertaken, the door is to be renewed.</p> <p>Check that all door frames and architraves are intact and in a good condition. Repair or replace as necessary.</p> <p>Fit door stops where appropriate to prevent doors from damaging</p>

	<p>a good condition, operational and do not drip – repair or replace as necessary to match existing.</p> <p>Check that all baths, shower trays and wash-hand basins are in good working order, undamaged, have plugs (not showers) and that seals and wall-tiles are in tact – repair/replace where necessary.</p> <p>Check that w/c’s flush and that there are no leaks from cisterns or pans. Renew w/c seat</p> <p>Bathroom suites must be stain free and in good condition – replace when cleaning fails to remove stains or enamel is damaged or worn.</p> <p>Check extractor fan and ensure it is clean of dust, grease and in good working order.</p> <p>Consideration should be given to raising the bathroom to WHQS where the property is having major refurbishment works or if the bathroom has been identified for replacement to WHQS specification.</p> <p>N.B. Refer to separate procedure for advice and guidance – <u>removal</u>/retention of adaptations.</p>
<p>8. <u>SERVICES</u></p>	<p>Locate meters for gas, electric and where applicable water, and note meter readings with photograph.</p> <p>Internal stops taps must be located and checked for easy operation. Drain down as directed during winter months.</p> <p>Electrical safety checks must be undertaken.</p> <p>Gas is capped off until gas safety check is undertaken by area Gas Contractor once tenant has arranged for gas and electric supplies</p>

<p><u>Services cont.....</u></p>	<p>Location of gas and electric meters and also the stop tap to be highlighted for the new tenant.</p> <p>All electric fittings to be checked and any damage repaired or individual fittings replaced, including smoke detectors and carbon monoxide detectors where fitted.</p> <p>Replace existing solid fuel appliance or gas back boiler with new combination condensing boiler and replace radiators where appropriate, if gas supply available and block up fireplace.</p>
<p>9. <u>PROPERTY CLEARANCE & CLEANING</u></p>	<p>The property must be cleared of all personal effects and furniture including carpets & laminate/wood floor coverings (which are not in an acceptable condition or not required by the ingoing tenant), including attic space,</p> <p>Ensure insulation is adequate and laid evenly within the loft space</p> <p>A thorough clean must be undertaken following completion of the works.</p>
<p>10. <u>DECORATION</u></p>	<p>See separate procedures for Decoration Allowance and Fairstart Decoration Procedure.</p>
<p>11. <u>OLDER PERSONS ACCOMMODATION</u></p>	<p>Press button on speech module and advise control centre that you are testing. Visually check and test all pull-cords.</p> <p>Report any missing or damaged pull-cords or defective speech modules, to the Older Persons Housing Team</p>

<ul style="list-style-type: none"> • <u>Garden</u> 	<p>Remove all rubbish, cut back grass and clear garden.</p> <p>Consideration to be given to the removal of large trees, bushes/hedges etc, particularly if the ingoing tenant would be unable to maintain these.</p> <p>Remove any structures that have been erected by the previous tenants i.e. greenhouses and ornamental features, i.e. fishponds and feature walls, etc.</p> <p>Patios/decking and sheds can be left if in a good condition and safe to do so. Consideration should be given to the quality of the work and materials used and its location. Arrangements should be made for the incoming tenant to accept responsibility for these items.</p>
<p>13. <u>TENANTS IMPROVEMENTS OR ALTERATIONS</u></p>	<p>Check property file to establish whether Landlord's Consent was granted.</p> <p>If no consent, consult with Housing Manager as to retention or removal.</p> <p>If consent was given, retain if in good working order or repair/replace as necessary, if in poor condition Consultation with Housing Manager may be required.</p> <p>Refer to separate procedure for Landlords Consent.</p> <p>N.B. consideration must always be given to the nature and type of the improvement/alteration and any possible maintenance implications for the future.</p>

Any works (Internal/external) relating to the WHQS programme that can wait should be identified and recorded in order that the repair/renewal can be considered as part of the programme when work commences in the relevant area.

When applying the Relet Standard, please refer to the following Procedures:

- Adapted Properties Register
- Empty Property Safety Tests
- Void Clearance
- Decoration Allowances
- Fair-start Policy and Procedures
- Termination of Tenancy Procedure

Please Note: This re-let standard may be the subject of further amendments, as required and should also incorporate any changes to the Welsh Housing Quality Standard (WHQS).

Viewings for prospective tenants to be arranged following the initial house clearance and disinfestations if required. It is to be arranged in advance by contacting the relevant Foreman to ensure the property is safe to access – this forms part of the Offer Procedure.

Documents to be prepared for the tenant listing all of the work identified to be undertaken at the property. At sign up stage, tenant is provided with an opportunity to check that all the work originally identified has been completed.

Tenants to be provided with written confirmation of any items that have been left at the property which do not form part of the tenancy agreement. Tenant/s to sign a waiver document to confirm acceptance of such items, together with responsibility for ongoing maintenance/replacement.

A follow up visit to be undertaken one month after the allocation, to check that all is satisfactory with the tenancy and the property.

Tenants to be provided with instructions on how to operate the heating system and any fittings e.g. extractor fans, shower.