



## Relet Standard

The following standards outline the proposed minimum acceptable condition voids should be in before being handed back to the Housing Team for re-let.

Area	Minimum Standard
<b>General</b>	<ul style="list-style-type: none"> <li>• All furniture and items belonging to the previous tenant to be removed</li> <li>• Low energy light bulbs to be fitted throughout</li> <li>• Smoke/heat/carbon monoxide detectors will be in place as per current regulations</li> <li>• A current Energy Performance Certificate will be displayed</li> <li>• Property will be clean and tidy, all floors and flat surfaces will be vacuumed and wiped down.</li> <li>• All kitchen units and work surfaces including bathroom sanitary wear will be cleaned with anti-bacteria products</li> <li>• Gas card/electric keys – will be left in property were available</li> </ul>
<b>Garden &amp; any other external areas with Property</b>	<ul style="list-style-type: none"> <li>• Clear of rubbish</li> <li>• Bins emptied</li> <li>• Grass/shrubs cut where applicable depending on time of year</li> <li>• A clothes drier/line will be provided within gardens of individual properties and in some cases communal areas but not all</li> <li>• Gutters to be cleaned where required</li> <li>• Boundary fences are secure and in sound condition</li> </ul>
<b>Windows</b>	<ul style="list-style-type: none"> <li>• Fully operational with safety catches in place</li> <li>• CHA will provide minimum of 2 sets of window keys where there are window locks</li> <li>• All glass panes will be complete and crack free</li> </ul>
<b>Front Door</b>	<ul style="list-style-type: none"> <li>• Minimum mortice and/or yale lock</li> <li>• Minimum 2 sets of keys</li> <li>• Letterbox and backflap</li> <li>• Spyhole to by fitted at a standard height</li> </ul>
<b>Back Door</b>	<ul style="list-style-type: none"> <li>• Minimum mortice lock</li> <li>• Minimum 2 sets of keys where different from front door lock</li> </ul>

<b>Communal Areas</b>	<ul style="list-style-type: none"> <li>• Minimum 2 sets of keys/fobs for main entry doors</li> <li>• 1 set of keys for bin store/gas &amp; electric meter box if applicable</li> </ul>
<b>Internal Doors</b>	<ul style="list-style-type: none"> <li>• Any cracks or holes will be repaired, or door replaced</li> <li>• Doorstops to be fitted as standard</li> <li>• Bathroom doors to have safety lock enabling door to be opened from outside</li> </ul>
<b>Floors</b>	<ul style="list-style-type: none"> <li>• Loose/missing floorboards will be repaired/replaced</li> <li>• Floor surface to be even to allow flooring to be laid</li> <li>• Before any carpets, lino or laminates are uplifted, where possible and only where it won't hold up the void process, the incoming tenant(s) should be offered the floor coverings, if they agree to keep the floor coverings, they must agree in writing to take full responsibility for them going forward</li> <li>• Laminate flooring must be removed in flats above ground floor level</li> <li>• Nonslip flooring to be cleaned or replaced if in poor condition</li> </ul>
<b>Skirtings and Facings</b>	<ul style="list-style-type: none"> <li>• In good condition, suitable for decoration</li> </ul>
<b>Kitchen Units</b>	<ul style="list-style-type: none"> <li>• All units in good working order</li> <li>• Extractor fan were fitted to be in good working order</li> <li>• Washing machine connection provided unless there is a communal laundry facility</li> <li>• Connection provided for cooker (electric normally but it may be gas if it is available)</li> </ul>
<b>Bathroom Suite</b>	<p>Sanitaryware in good condition free from defects</p> <ul style="list-style-type: none"> <li>• New white toilet seat to be fitted if nonstandard</li> <li>• Missing/damaged tiles to be replaced/re-grouted if required</li> <li>• Extractor fan were fitted to be in good working order</li> <li>• Door to have safety lock enabling door to be opened from outside</li> <li>• Shower head and hose are free from leaks, were fitted</li> <li>• Plug and chain in bath and wash hand basin</li> </ul>
<b>Shower Unit (Where fitted)</b>	<ul style="list-style-type: none"> <li>• Shower screen or rail provided, with white shower curtain if required</li> <li>• Electric shower to be checked by an approved Institute of Electrical Engineers (IEE) inspection and certificate supplied</li> <li>• All surfaces will be washed down</li> </ul>
<b>Loft Space</b>	<ul style="list-style-type: none"> <li>• Cleared of any stored items</li> </ul>

<b>Electricals</b>	<ul style="list-style-type: none"> <li>• All sockets/switches/light-fittings will be standard fittings</li> <li>• All electrical appliances to be removed, unless installed by CHA</li> <li>• All electrical systems to be checked by an approved Institute of Electrical Engineers (IEE) inspection and an EICR certificate issued following completion of the work</li> </ul>
<b>Decoration</b>	<ul style="list-style-type: none"> <li>• The property will be let in reasonable decorative order (reasonable is where there may be marks and decolourisation)</li> <li>• Nicotine damaged surfaces will be washed down and sealed and made ready for painting</li> <li>• Where the Property Services officer assesses that decoration is required, decoration packs will be provided on a per room basis to enable the incoming tenant to decorate</li> </ul>
<b>Gas Safety Checks – Boiler and Appliances</b>	<ul style="list-style-type: none"> <li>• A Landlord's Gas Safety Record (GSR), commonly referred to as a CP12, should be carried out during the void phase if within 3 months of the current anniversary date. If the anniversary date is out with this 3-month period, then a Gas Safety Inspection (CP4) should be done</li> <li>• Castlehill Housing Association assumes responsibility for checking appliances as well as the smoke and heat detectors as part of the GSR, but this is not carried out during the void phase unless a full GSR has been done. The appointed electrician will check all detectors during the void EICR.</li> </ul>