



PROPERTY STANDARD POLICY

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1 Aims

At Manor Estates we aim to:

- re-let our properties when they are in ***good and tenable condition***
- minimise the rent loss period, that is the period of time for a tenant to accept the property and commence making rental payments, and
- ensure that by operating to this regime we maintain the maximum level of income available.

This policy statement sets out our definition of the minimum requirements for the condition of the property to be classified “***good and tenable***”.

2 Expectations

You, the tenant, can expect your home to be at the **Property Standard** when you sign up to commence your tenancy.

We, the landlord, will expect the Property to be returned to us in the same condition at the end of your tenancy.

3 Property Inspection

The Maintenance Officer or Maintenance Inspector will assess each property taking into account the:

- existing condition of the house, garden, common stair and common areas, and
- whether there has been any damage or vandalism

and collate the information onto the Void Property Inspection Report Form.

The need for any additional repair or refurbishment work, for example kitchen, bathroom or decoration works will be established and agreement reached between Technical and the Housing Officer.

4 Repair or Refurbishment Works

Where the need for further repair or refurbishment works has been identified they will be brought to attention of the Technical Services Manager and / or Housing Manager for agreement to proceed and then will be programmed for completion:

Type	Example	Timescale
Reactive Maintenance	window hinge	routine repair response 10 working days
Minor works	new doors	within 4 weeks }
Major works	new fitted kitchen	within 3 months }
		from the commencement of the new tenancy.
Large scale contracts	heating upgrade	to be notified

5 Notification of Works

5.1 Reactive Maintenance and Minor Works

At tenancy sign-up the tenant will be issued with a copy of the **Works Order Confirmation** for any minor items still requiring attention, showing the description of the works to be undertaken and the response time allocated. If the works are minor repairs but require parts to be ordered, the tenant will be notified of the anticipated delay, and kept updated of the position by the Technical Services team.

5.2 Major Works and Large Scale Contracts

In addition, for any major contract works, the Technical Services Manager – Operations will issue a letter giving the Association's commitment and agreement to the works, and the anticipated programme.

The tenant will also be given a summary list of any large scale contract works proposed for the property or the estate during the current financial year.

6 Rechargeable Items

Tenants have an obligation not to neglect nor cause damage to their home. It is our policy to recharge tenants the cost of repairs undertaken by the Association where the repairs are the result of neglect or damage, or they were deemed the tenants responsibility at termination of the tenancy. (Refer to **Policy on Rechargeable Repairs**).

7 Minimum Property Standards

Refer to the:

- detailed listing, **Minimum Property Standard**, attached at **Appendix 1**, and the
- abbreviated tenants format, **Property Standard leaflet** attached at **Appendix 2**.

8 Publication

Tenants will be issued with a copy of the **Property Standard** leaflet at:

- tenancy sign-up and
- again on receipt of notification of ending their tenancy.

Minimum Property Standard

Mail

All mail will be removed from the property by the Contractor. All unsolicited mail, circulars and free newspapers will be regarded as refuse. The Contractor will forward any other mail to Housing Management staff who will arrange for any necessary re-direction arrangements.

Cleanliness

All refuse and unwanted items will be removed, including Contractors debris. All surfaces will be swept clear. All sinks, baths, toilets and showers will be clean, *hygienic and free from significant staining*.

Decoration

Properties should be in good decorative order. Where the property falls below this standard the incoming tenant will be offered a staged payment of a decoration allowance and agree a timescale to bring the property back up to standard.

Electric and Gas Services

Metered Gas and Electricity will be available. Gas will be available if there is gas fired central heating or gas fire. Meters will be read before occupation, and details recorded in the Associations house file. *Tenants will be responsible for contacting the Utility Companies to set up accounts and commence service.*

Electrical Services

All electrical systems will be checked and certified. All essential works will be completed and all cracked pendants and switch plates will be renewed.

Gas Services

A copy of the gas service record will be handed to the tenant when the gas system is re-commissioned at the start of the tenancy.

Heating and Water Services

All installations for the supply of water, hot and cold, and heating and ventilation systems will have been checked, serviced if required and in good working order.

Mains water and gas stopcocks will be clearly labelled. All systems will be re-filled and water will be running clear and free from significant debris / discoloration. Immersion heater, if available, will be checked.

All radiators and storage heaters will be fixed secure.

Operating Instructions

For Gas Heating and Water Services, the Primary Gas Contractor will arrange to give a detailed demonstration instructing the tenant on the operation of the system when re-commissioning the gas system at the start of the tenancy.

For electrically heated properties the Housing Officer will arrange for the Maintenance Officer to give a detailed demonstration instructing the tenant on the operation of the system, at the tenancy sign-up. Or, alternatively, they will arrange for supply of printed instructions.

Smoke Detection Equipment

All smoke detectors will be tested and replaced if necessary. Batteries will be renewed or the unit renewed as necessary.

Carbon Monoxide Detection Equipment

All carbon monoxide detectors will be tested and replaced if necessary.

Windows

All windows and ironmongery will be checked to ensure that they open and close properly and are secure. All window locks will be working and have keys. Glass panes will be complete and crack free.

Doors

All flat / house entrance doors will be secure with door, surrounds and ironmongery in good condition. Glass panes will be complete and crack free. All letter boxes, spy-holes and chains will be checked and replaced as necessary.

Door chains will be removed in all sheltered estates with master key entry systems.

Thresholds at flat / house entrance doors and internal doors will be fixed secure.

Internal doors will be secure with door, surrounds and ironmongery in good condition.

Keys and Locks

One lock on each of the property's ground floor entrance doors or on main entrance door of upper flats will have been changed.

Two complete sets of house keys will be supplied to the tenant. Keys will also be provided for stair entrance door, back green door, bin store / pram store, car park, meter cupboard and window locks. Keys will be supplied with written identification labels.

Cupboards / wardrobes

Where the property has provision of fitted cupboards or fitted wardrobes, these will be clear of any items, refuse or contractors debris.

Bathrooms

Where a shower is provided it will be in good working order. Shower screens or shower curtains will be provided. Shower screens and curtains will be clean and stain free and replaced as necessary. Baths, wash hand basins and WC bowls will be clean and substantially free from chips or staining. Tiling and seals will be checked and renewed where necessary. Taps will be free to turn and tap washers will be replaced as necessary.

WC seats will be free from cracks or damage, clean and stain free. Baths and wash hand basins will have chained plug fitted.

Kitchens

Sinks and worktops will be clean and substantially free from chips or staining. Tiling and seals will be checked and renewed where necessary. Taps will be free to turn and tap washers will be replaced as necessary. Sinks will have chained plug fitted.

A minimum of 1.0 m³ of enclosed storage space will be provided either in the form of traditional larder cupboard or fitted units.

The property will be fitted with either a connection for an electric cooker appliance or one for gas cooker appliance. **The Housing Management staff will advise tenant on type of fitting in the property at tenancy sign-up.**

Stairs / Steps / Handrails

All stair and step treads / risers will be level and free from trip hazards.

Banisters, if available will be fixed secure. Internal balustrading will be sized in line with child safety requirements.

Any handrails or grab rails will be fixed secure.

Flooring and Carpeting / floor coverings

All floor boards and stair treads / risers will be level and free from trip hazards.

Generally, all carpeting, linoleum and laminate flooring will be removed from the property. If any floor covering, deemed to be in good condition, is left for the new tenant it will be free from any loose dirt. The Association will not be responsible for the future upkeep of any floor covering, with the exception of that in specialist wet shower rooms.

Gardens

Footpaths, walkways and allocated bin stores, will be swept and clear of refuse, garden and contractors debris. During the growing season grass will have been cut within 4 weeks prior to tenancy sign-up. Trees and shrubs will not cause blockage to any footpath, walkway or be overgrown into neighbouring properties. Gates, if available will be checked to ensure they open and close properly and are secure.

Tenants will have access to a drying green with either traditional clothes pole standards or a rotary dryer.

Future Contract Works

A summary of the forward plan for the next 12 months of future contract works affecting both the property and the estate, will be provided at the tenancy sign-up.