

West of Scotland Housing Association Housing Service Procedure Note

Subject	Voids
Implementation date	1st July 2004
Relevant legislation	Housing (Scotland) Act 2001 sections 17,18,19,29 & 30 Gas Safety (Installation and Use) Regulations 1994 Construction, Design and Management (CDM) Regulations 1994
Relevant policies	
Relevant clauses of Tenancy Agreement	5.2, 5.4,6.1 – 6.9
Other information	SFHA ‘Raising Standards in Housing – void management’
Procedure Ref. No.	WSHAHP6
Contact Person	Diane Barclay

Summary Checklist for staff

- 1 Notification of termination received.**
- 2 Send out TL1 if by telephone, TL2 if by letter (Housing Assistant)**
- 3 Arrange Pre-termination visit (Housing Officer)**
- 4 Identify new tenant (Housing Officer)**
- 5 Keys received – pass to Technical Officer for inspection with pre-termination report (Housing Assistant)**
- 6 Carry out void inspection (Technical Officer)**
- 7 Instruct contractor (Housing Assistant)**
- 8 When void works complete do post inspection, if required, (Technical Officer)**
- 9 Arrange viewing (Housing Officer)**
- 10 Create new tenancy on Universal (Housing Assistant)**
- 11 Notify finance (Housing Assistant)**

Voids: Procedure

Section 1: General

Aims of Procedure

The aim of our void management procedure is to make sure that we perform in line with Performance Standards and that we minimise the time that any house is empty.

We will aim to inspect and allocate empty properties as quickly as possible, ensure that the contractor carries out repairs within a defined timescale, and that we allocate houses to an acceptable letting standard.

We will also explore a range of options where a house is difficult to let.

Targets

- Houses to be empty for no more than 3 weeks.
- To ensure void losses are no greater than the targets set each year for the Association and for each area. This will be a % of the gross debit.
- To ensure the number of long term voids (empty and available for let for more than a quarter) are no greater than the targets set by the Association and for each area.

Contents of Procedure

Section 2 of this procedure provides the legal framework within which we will deal with voids. Section 3 explains how we will process them. Section 4 outlines how we will monitor performance.

Policy Statement

West of Scotland Housing Association will ensure that voids are processed in accordance with legal provisions, contractual terms contained within the tenancy agreement and best practice guidelines.

Our tenancy agreement requires tenants to:

- Give 4 weeks written notice if they want to end their tenancy;
- Return all keys to one of our housing offices at the end of the tenancy;
- Leave the property clean, tidy and in a good state of repair.

It is also our policy to:

- Charge tenants the rent for the full 4 weeks notice period if they give less than 4 weeks notice (except when a tenant dies);
- Inspect the house before the tenant leaves and tell them what repairs or decorating they need to do before leaving;
- Recharge the tenant, if they do not do this work.
- Where we are unable to inspect the house before the tenant leaves we will recharge the tenant for any work required to bring the house up to a reasonable standard because of neglect.

Local Variation

This procedure aims to ensure minimum standards are adhered by Area Teams. However, it does not wish to stifle initiative and recognises there are significant differences in the type and spread of stock between area offices. Area Teams may therefore implement local variations to improve service delivery. The Director of Housing Services should approve these variations.

Section 2 : Legal Provisions

Ending a tenancy

A tenancy can be ended in one of the following ways:

- 4 weeks written notice from then tenant(s);
- A court order for possession, followed by an eviction;
- Following the abandonment procedures.
- After the death of the tenant.
- Transfer

A void can also occur where a new house is handed over, as complete but is not let to a tenant on the handover date.

Written Notice

Tenants should give 4 weeks written notice that they want to end their tenancy. If they give less than 4 weeks notice we will charge the tenant for a full 4 week period after receiving the notice.

If an existing tenant is transferring to another of our houses there is no need for a 4 week notice period. However, the tenant must occupy the new property as soon as possible after the property is ready.

Court Order

After serving a Notice of Proceedings, we can apply for a Court Order (decree) which gives us permission to evict the tenant and repossess the property, bringing the tenancy to an end.

Abandoned Property

If a tenant has abandoned their tenancy, we can end the tenancy and repossess the property. Staff will follow our Abandonment Procedures

Death of a tenant

If a tenant dies and there is no-one left to succeed to the tenancy, it ends upon their death. However, in many cases the family may want a short time to clear out the house. We will negotiate with the family over the time allowed to clear the house.

We will normally allow the tenant's family a maximum of two weeks to clear the house. We are unable to pursue the tenant's family for payment of the rent but should accept any payments that are volunteered. It is essential therefore that we keep in touch with the family. Staff to follow "Procedures for ending a tenancy following the death of a tenant". (Appendix 1)

The Housing Officer is responsible for keeping in contact with the family, to make sure they return the keys as soon as possible.

Section 3 : Procedures

First Stage – Notice of Termination is received

We require tenants to give 4 weeks written notice of their intention to end their tenancy. Where possible we will ask tenants to do so using our Termination Notice (appendix 5), but a letter or any other written communication from the tenant is acceptable. If keys are returned without written notice to end the tenancy, we will continue to charge rent for at least a further 4 full weeks and implement the abandoned property procedures.

Housing Assistant

- If a tenant telephones the office to terminate their tenancy, send out letter TL1 (appendix 2) with a termination notice (appendix 5).
- If a tenant sends in a letter terminating their tenancy, accept this as the date the termination notice starts from, and send out letter TL2 (appendix 3) with a formal termination notice (appendix 5) and ‘ending your tenancy’ guidelines (appendix 4).
- As soon as you receive **written** confirmation from a tenant terminating their tenancy, or keys, record the tenancy termination date on Universal, by changing the status on the tenancy agreement to ‘Notice given’. You should put the date the keys are due into the potential end date field. This will normally be 28 days after we receive the notice. Advise the Technical Officer and the Housing Officer of the impending void, and the proposed date of termination.
- If you have not already done so, send letter TL2 (Appendix 3) to the tenant acknowledging the Termination Notice and confirming the date by which they must return the keys. Include the information sheet ‘ending your tenancy’ (Appendix 4) with this letter.
- Within 2 working days of receiving the Termination Notice prepare a Pre-Termination Inspection Report (appendix 6) and pass it to the Housing Officer for action.
- Where an existing tenant is transferring to another West of Scotland Housing Association property they don’t need to give 4 weeks notice. The tenant should complete and sign a Termination Notice. The date of termination will be their tenancy start date at their new address. Screens to be updated as before.
- Within 5 days of receiving notification, request Welfare Rights file to be sent to area team.
- It is your responsibility to make sure that all keys are returned by the date due. If the tenant hasn’t returned the keys by noon on the date they are due, try phoning the tenant to chase up the keys immediately. If you can’t contact the tenant, or the keys haven’t

been returned by the end of the day, advise the Housing Officer to visit the property to collect the keys or change the locks if necessary within 2 working days.

- If keys are returned without written notice, record receipt of the keys on universal, and pass them to the Housing Officer immediately. The Housing Officer will visit the property and start the abandoned property procedures within 2 working days.

Housing Officer

- It is your job to visit the house to complete the Pre-Termination Inspection Report within three working days.
- Give the tenant a signed copy of the report that must clearly show any repairs, or decorating that the tenant needs to do before leaving. You need to explain clearly to the tenant that if they do not do this work, we will do it and they will be recharged the full costs. You should arrange a follow-up visit if the house is in a very poor condition.
- You should advise the tenant on their 'Right to compensation for improvements' and ask if they would be prepared to allow prospective tenants to visit before they depart.
- Also make sure that the tenant knows when and where the keys are due in.
- Return the completed Pre-Termination Inspection Report to the Housing Assistant.
- Where the house is in an area of low demand or likely to be vandalised, arrange to have the house boarded up when keys are returned, and agree with Area Manager whether repairs should be carried out or other action taken. As soon as possible but no later than 5 working days after receiving the Termination Notice select an applicant in line with Association policy and based on the property information from the Pre-Termination Inspection Report.
- Where the prospective tenant lives within your area visit and verify the information on the application form against present circumstances. If the prospective tenant is a nomination from the council, or a section 5 referral, visit to establish housing circumstances and housing need. Always complete an Applicant Home Visit Report, which should be done within 2 working days. If the applicant is an existing tenant you will also complete a Pre-Termination Inspection Report. **Ensure that tenant signs and dates Pre-Termination Inspection Report.**
- You should send out offer letters immediately to applicants, after you have received tenancy references.
- If the information on the form is wrong, correct it. If it is likely to affect the applicant's points total let the applicant know this could affect their position on the waiting list. Inform applicant of revised points award if applicable.

- If an existing tenant's house is in very poor condition, let them know that you are postponing their transfer until they repair, or decorate as required. Arrange a follow up visit in about one week's time.

Second stage – returning the keys to the Local Housing Office.

Housing Assistant

- When the keys are received in the office update Universal. Go into the property screen and enter dates in the key logging field. Ensure that all keys on Universal in key logging as soon as they are received.
- As soon as the keys are logged, label and pass them to the Technical Officer, and update key tracking field on Universal.
- Each morning cross check the keys received against the list of those due. Let the Housing Officer know immediately which keys you haven't received by 12 noon on the day they are due.
- As soon as you receive the keys, terminate the tenancy and create a void status on the computer, making sure you use the correct void code. (appendix 7).
- Check if the property has a gas supply. If it has then instruct the gas engineer to carry out a gas safety check, and ensure that the current gas safety certificate is included in the sign up pack for the new tenant.
- Always instruct NICC electrical check and ensure that the certificate is included in the sign up pack for the new tenant.
- Instruct an EPC
- Immediately after voiding the property pass one set of keys and the completed Pre-Termination Inspection Report (appendix 6), if available, to the Technical Officer.
- Record on Universal the latest date by which the keys are due back from the contractor. Normally this will be no later than 10 working days from you passing the keys to the Technical Officer. This is the latest return date by which you should receive the keys.
- If you don't receive the keys by the due back date, check with the Technical officer.

Technical Officer

- Inspect the vacant house, completing the Post-Termination Inspection Report, (Appendix 7) noting all repairs needed to bring the house up to a lettable standard, using the guidance notes 'repairs to voids' (Appendix 8). This inspection should be done within 1 working day of the keys being received. The void report should also have an estimated completion date. The timescales for completion are 2 working days for safety checks only. 5 working days for a standard void, and a maximum of 10 working days in exceptional circumstances. Where the void is subject to an insurance claim, the rental loss should be included in the claim where possible. During the winter months leave heating on at a low setting. This may not be possible if there is a pre-payment meter fitted. If it is not possible to leave the heating on, arrange for the property to be drained down.
- Pass the keys to the housing assistant. Pass the record of repairs required to the Housing Assistant for inputting on the computer. As an alternative to completing a void inspection report, you may record the information on tape. However, you must do this in a format which allows the Housing Assistant to easily order the repairs and transfer the information onto the void inspection form. (Appendix 7) No other information regarding the house should be recorded on the tape. You should advise the Housing Assistant that the tape is a void inspection and they will type it and order the repairs within 24 hours. Advise whether a post inspection is required.
- You will advise the Area Manager if the cost of repair will exceed £1,000 based on the amount of work needing done, you may be able to agree a completion date with the contractor that is different from the usual 10 working days allowed. When you agree a date with the contractor, advise housing assistants who will alter the target return date.
- You will also decide whether to recommend recharging any work to the former tenant. If you do advise the Housing Officer. You should use the guidance notes (Appendix 8) to decide whether a repair should be recharged.
- Once the repairs are complete, carry out post inspection if required to make sure the repairs have been carried out properly and that the house is in a safe condition and meets with the lettable standard. The post inspection should be completed within 1 working day of the keys being returned from the contractor.
- Return the completed Post-Termination Inspection Report to the Housing Assistant.

Housing Assistant

- Record all key movement dates on Universal using the key tracking field.

- Order all repairs from the contractor and confirm by fax. Get consent from your Area Manager before raising any rechargeable repairs.
- Remember, it is your job to keep in contact with the contractor to keep yourself up to date with the progress of the repairs. As soon as you know about any delays that are likely to occur you must let the Housing Officer know immediately, and alter the likely completion date.
- Each completed void must have had a electrical NICC check, and a gas safety check, both certificates must be available for the new tenant, and included in the new tenant sign up pack.

Housing Officer

- As soon as the property is ready for letting, phone/write to the pre-selected applicant to arrange a date for viewing. If the applicant doesn't keep to the arrangement or doesn't contact you within five days, withdraw the offer, notify the applicant the offer has been withdrawn (using standard letter at appendix 9) and select another applicant. You should aim to start all tenancies on the Monday after the keys come back from the contractor.
- At the accompanied viewing you can use your judgement to negotiate with the prospective tenant on repairs that we will carry out. You will also be able to authorise a redecoration voucher up to the value of £50 per room to a maximum of £250 for a house. You should take into account the demand for the property in determining the value of the voucher. A larger decoration allowance may be payable at the discretion of the Area Manager. Each case would be decided on merit.
- If there are non-standard fittings left in the property, e.g. a shower or laminate flooring, the new tenant should sign a disclaimer accepting that the Association is not responsible for any repairs or maintenance for this non-standard fitting. (Appendix 11)
- Remember to give a valid gas safety certificate and NICC electrical certificate to the new tenant.

Housing Assistant/Officer

- Remember if the applicant is an existing tenant transferring to another property, they must sign a Termination Notice.

- If the applicant is refusing the property they should fill in a refusal form (appendix 10) If it is the applicant's first offer, let them know that we will make another suitable offer as soon as possible. If it is the applicant's second offer, let them know we will suspend their application from the waiting list for 2 years.
- Pass details of the refusal to the Housing Officer immediately. S/he will select another applicant and record the refusal.
- If the house is accepted, copy and send the original housing benefit form to the benefits section of the council immediately.

Final Stage – New Tenancies

Housing Assistant

- As soon as the signed Tenancy Agreement is received create a new tenancy on the rent system. When you receive the new tenancy list cross check this against the new tenancies created. All new tenancies should be input on the rent system within 1 working day of the tenancy start date.
- Set-up new house file to include the tenancy agreement, application form with all correspondence, both the pre and post termination inspection reports. Combine former tenants file and welfare rights files for filing in former tenant's cabinet.
- If the new tenant was nominated from the council, check if they have applied to the Association for housing. If there is a live application, remember to remove the applicant from the waiting list.

LONG TERM VOIDS

As well as the routine voids it is also possible that you will have a number of long-term voids. These are properties, which may be void for a number of reasons e.g. major capital work, demolition, decant properties, low demand.

Housing Officer

- If a house is in an area of low demand or likely to be vandalised arrange for appropriate security to be provided once keys are returned.
- Discuss with Area Manager if you suspect a house is likely to be difficult to let and agree:
 - Security to be installed
 - Repairs to be carried out
 - Steps to be taken to stimulate demand.

- Whether property should be drained down.
- If the void is a 'Dispersed Flat' advise your Area Manager who will assess options for the flat.

Area Manager

- Agree with Housing Officer the reason for low demand for the void e.g. is it in poor condition in high demand area or is it in an area of generally low demand.
- If it is an individual low demand property – agree steps to be taken e.g. additional repairs, decoration, marketing the vacancies.
- If it is in an area with a concentration of voids agree with Director the strategy to be adopted e.g.
 - Hold for major repairs
 - Marketing to a 'niche' group or leasing,
 - Area regeneration initiative with other parties
 - Disposal/demolition
- Ensure long-term voids are properly coded on Universal, particularly where they are being held for demolition, disposal or major repairs and cannot be let.

Section 4 : Monitoring

In order to comply with its service commitments, it is important that the Association should monitor its performance against the targets it has set for minimising rents lost through voids

The Association will gather information on

- The number of properties void at the end of the month
- The number of properties let at the end of the month
- The time taken to let a property
- The rental income lost when a property is void
- The time taken to complete repairs
- The number of offers made for the property

The quarterly performance report will report on

- Rent losses on empty properties
- Breakdown of rent loss
- Number of properties empty
- Long term voids
- Number of weeks properties empty
- Reasons properties not let.

The area team will monitor

- Long term voids
- Difficult to let properties
- Expenditure on void properties

WEST OF SCOTLAND HOUSING ASSOCIATION

Procedures for ending a tenancy following death of a tenant

Purpose

The procedure aims to provide a framework for staff to deal professionally with a sensitive situation.

The procedure

The tenancy ends when the tenant dies. Next of kin should be asked to sign a termination of tenancy on behalf of the deceased tenant giving a date for when they expect to return the keys.

We would normally give the relatives 2 weeks to clear the house and return the keys. However, the Housing Officer should use their discretion, and may extend this (eg where family live some distance away). We may also extend where the relative volunteers to pay the rent for additional weeks. However, bear in mind that we cannot pursue non-payment, as the tenancy has come to an end and the payment is entirely voluntary.

Where a warden is advised of a tenant's death, the warden should notify the Area Team immediately giving the name, address and telephone number of the next of kin.

We will advise the next of kin that they may post the keys through the letterbox of any of our offices if they complete work over the weekend or after office hours.

Action

The Housing Officer should contact the next of kin if the keys are not returned as promised. Again, we should accept an offer to meet the cost of rent, however, we cannot insist on payment. The Housing Officer should discuss with the Area Manager if the next of kin fails to return keys within a reasonable time.

Our options in this situation are rather limited and 'heavy handed' (eg a court order to change locks), so we should aim to resolve through consultation and negotiation with the next of kin.

TL1

Date

Name
Address

Dear

TERMINATION OF TENANCY

Thank you for your telephone call today advising the us that you wish to end your tenancy.

You are required to give 28 days written notice of your intention to end the tenancy. You should therefore complete the enclosed termination of tenancy form and return it as soon as possible to the above office.

The 28 day notice period will start on receipt of the signed termination of tenancy form. When we receive the form your Housing Officer,..... will contact you to arrange a mutually convenient time to carry out a pre-termination of tenancy visit.

If you have any questions about ending your tenancy do not hesitate to contact (housing officers name) at the above office.

Yours sincerely

TL2

Date

Name
Address

Dear

TERMINATION OF TENANCY

Thank you for your letter/termination form dated advising us you are ending your tenancy.

The 28 days written notice required to end your tenancy is calculated from, the date that we received your letter.

Your tenancy is therefore due to end on, and the amount due to ensure your rent account is clear at your date of termination is £00.00. If you require an explanation of how this amount has been calculated, your housing officer will be able to advise you at the pre-termination visit.

To ensure your tenancy is ended correctly, please complete the enclosed termination of tenancy form, and return it to this office.(delete if form has been received)

Please contact your Housing Officer to arrange a mutually convenient time to carry out a pre-termination of tenancy inspection of your home.

Your co-operation in arranging for the pre-termination of tenancy visit is appreciated.

Yours sincerely

West of Scotland Housing Association

The Association will give you £100 if at the end of your tenancy you:

- ◆ Ensure that your keys are in the area office no later than 12 noon on the day you are due to terminate your tenancy.
- ◆ Ensure that all money due has been paid to the Association. This includes rent payments and any rechargeable repair balances.
- ◆ Ensure that the house is clean and tidy and in good decorative order.
- ◆ Ensure that all items of furniture and personal belongings are removed from the house.
- ◆ Ensure there you leave no repairs because of neglect or misuse.
- ◆ Ensure that all floor coverings, including laminate flooring has been uplifted. Unless you have an agreement from your housing officer that it can be left.
- ◆ Ensure that any non-standard fittings have been replaced. Unless you have written permission for the installation.
- ◆ Ensure that the garden (if you have one) is tidy and free from debris.
- ◆ Ensure that you have arranged a bulk uplift if you have left household items in the garden or communal areas.

If you meet all of the above criteria this payment will be sent to you at your new address.

Please note

If the Association incurs expenses due to any of the above you will be recharged.

If your keys are not returned to the office on the day of your termination, you will be charged additional rent on a daily basis until the keys are received. If you do not return the keys, and the Association has to force entry and change the locks, you will be liable for all of the expenses incurred by the Association.

If you wish advice about any of the above please contact your area team.

West of Scotland Housing Association

Termination of Tenancy

<u>Name</u>	
<u>Address</u>	<u>New Address</u>
<u>Tel. No</u>	<u>Mobile No.</u>

I _____ give 28 days notice that I intend to end my tenancy at the above address.

I agree to leave the house in good condition, and pay my rent until my termination date.

I also agree to remove all furniture and personal belongings from the flat by that date. Any items left in the flat to be disposed of by the Association, the cost of which I would be responsible for.

Signed _____ Tenant

Signed _____ Joint Tenant

Signed _____ Spouse

Date _____

Reason for Termination

Please tick

House too small	<input type="checkbox"/>
House too large	<input type="checkbox"/>
Dislike the area	<input type="checkbox"/>
Noisy neighbours	<input type="checkbox"/>
Financial Reasons	<input type="checkbox"/>
Medical reasons	<input type="checkbox"/>
Other (please detail)	<input type="checkbox"/>
Buying a property	<input type="checkbox"/>

Any other comments _____

WEST OF SCOTLAND HOUSING ASSOCIATION

PRE TERMINATION REPORT

Name _____

Address _____

Tel. No. _____ Mobile No. _____

House Type _____

Forwarding Address _____

Type of Electric Meter _____

Electricity Supplier _____

Type of Gas Meter _____

Gas Supplier _____

Any outstanding repairs known to tenant _____

WEST OF SCOTLAND HOUSING ASSOCIATION

HOUSE CONDITION REPORT

Address _____

✓ Tick against each item (good) T (tenant to replace) R (recharge to tenant) A (Alteration)

Living Room	Kitchen	Bathroom
Doors..... Electrics..... Décor..... Laminate..... Gas Fire.....	Doors..... Units..... Sink..... Décor..... Electrics..... Flooring.....	Bath..... W.C..... Cistern..... Basin..... Shower..... Décor..... Flooring.....
Bedroom 1	Bedroom 2	Bedroom 3
Doors..... Electrics..... Décor..... Wardrobe doors..... Flooring.....	Doors..... Electrics..... Décor..... Wardrobe doors..... Flooring.....	Doors..... Electrics..... Décor..... Wardrobe doors..... Flooring.....
Bedroom 4	Hall/Stairs	External
Doors..... Electrics..... Décor..... Wardrobe doors..... Flooring.....	Doors..... Electrics..... Décor..... Bannister..... Flooring.....	Garden..... Whirlie..... Hut/Greenhouse..... Paving.....

Housing Officers Signature _____

Tenants Signature _____

Date _____

WEST OF SCOTLAND HOUSING ASSOCIATION

I/We agree to carry out the undernoted works to the satisfaction of West of Scotland Housing Association. I/We understand that if these works are not carried out then I/We will be recharged the cost incurred by the West of Scotland Housing Association of having the work done.

Work required

Kitchen	
Living Room	
Bathroom	
Hall/Stair	
Bedroom 1	
Bedroom 2	
Bedroom 3	
Bedroom 4	
Garden	
Tenant alterations agreed can be left	

Tenants Signature _____

Joint Tenant Signature _____

Date _____

WEST OF SCOTLAND HOUSING ASSOCIATION

VOID CODES

DEC	Held for decant
DED	Tenant deceased
DEM	Demolished
DIS	Held for disposal
HDM	Held for demolition
NLE	No longer exists
OCC	Occupied
SHA	Shared ownership
SOL	Sold
TDE	Temporary decant
TRA	Transferred
VAM	Void awaiting improvement
VBR	Void awaiting repairs
VDL	Void difficult to let
VGC	Void gas check
VIT	Virtually impossible to let
VMR	Void awaiting major repairs
VOD	Void
VSS	Void system set
VUM	Void under improvement
VUR	Void under major repair

Guidance notes for repairs to voids

Minimum Void Standard Check Points

Gas and electricity meter readings should be taken at time of inspection. Meter numbers and the date the readings were taken must also be recorded.

Joinery

1. External door locks should only be replaced/recycled where it has been assessed that it is needed. Check that doors close and lock properly. Note/describe type of door.
2. Check all windows for damage ensure that all windows open and shut, and safety catches are present and work. Note/describe type of window.
3. Check all window vents for free circulation of air i.e. not covered up
4. Check all pass doors and ensure that they close properly, check door closer present on kitchen/living room door(s). Remove non-standard doors fitted by tenants only if they do not meet current Building Regulations in terms of fire resistance.
5. Check condition of floorboards for damage to ensure that all is secured properly. If Housing Officer has pre-inspected house before end of the tenancy refer to pre-termination inspection report, s/he will advise whether laminate flooring should be removed. If pre-termination report was not completed, discuss with Housing Officer to decide whether the flooring makes the house more lettable. If laminate flooring etc is left then incoming tenant will sign a disclaimer advising that the Association will not maintain or be held responsible if the flooring is damaged or removed to carry out repairs.
6. Check worktops for damage and all cupboards close and drawers open and shut in the kitchen. Instruct wash down by contractor if required.
7. Check internal ironmongery for damage
8. If stairs check banister/handrail and treads
9. General condition, check all internal joinery

Electrical

1. Identify position of electrical meter and consumer unit and note if power card installed and status of meter – arrange removal of debit balance. Take reading of meter(s) and meter numbers.
2. Do not touch any cables with exposed ends, as supply may not have been turned off. Arrange for Electrician to make safe before instructing any works by other tradesmen.
3. Arrange for all unauthorised tenant electrical improvements to be removed and reinstate the original electrical installation, recharge out going tenant as appropriate
4. Check for defects all electrical accessories, arrange for all non standard accessories to be removed
5. Check the operation of the extract fans in bathroom and kitchen (bathroom fan should have an over run).
6. Check the operation of the Smoke detector(s) If the smoke detector is battery operated arrange for mains operated smoke detector to be installed as part of any electrical work..

Heating

1. Identify type of heating installed. Technical Officer to ensure instructions are available for in coming tenant.
2. Check gas cooker supply has been capped properly.
3. Check that any gas pipes have been capped properly as appropriate.
4. Remove all gas fires (except back boiler installations).

Loft space

Check loft space, if possible, to identify if there is

1. Sufficient insulation.
2. Any items or debris left by outgoing tenant.
3. Any evidence of woodworm or leaks.

Plumbing

1. Check sanitary ware for damage and leaks
2. Check kitchen sink for damage and leaks
3. Between October and April arrange for system to be drained down as prevention against frost damage – where possible heating may be left on at a low setting as frost precaution (where new tenant identified for let).
4. Assess condition of tenant alterations like showers etc. Refer to pre-termination report (if available) to establish if tenant was given consent and it makes the house more lettable. If shower etc is left then incoming tenant will sign a disclaimer advising that the Association will not maintain or be held responsible if the shower requires replacement

Decoration

1. Refer to the pre-termination inspection report if available. Check decoration in each room, decoration is tenant's responsibility, however, if decor is in a very poor condition, then consideration should be given to redecoration. Alternatively, Technical Officer to consult with Housing Officer on whether offer of a decoration voucher is appropriate.
2. Examine walls for damage to plaster.
3. Remove cladding or decorative finishes, which have been attached to the walls (excluding wallpaper and simple artex) if they are judged to make the house harder to let
4. Where extensive areas have been artexed consider the need to re-plaster. Refer to asbestos policy if removal is required.

External

1. Check condition of path and steps for potential trip hazard
2. Check condition of garden
3. Check fencing for safety
4. Check clothes pole/rotary dryers
5. External structure of house

Once the inspection has been completed, pass to housing assistants for typing and to instruct contractors.

EXAMPLES OF TENANT ALTERATIONS WHICH MAY BE REMOVED

1. Electric showers or mixer units - Retain if safe, tenant was given consent and it makes the house more lettable. If shower etc is left then incoming tenant will sign a disclaimer advising that the Association will not maintain or be held responsible if the shower requires replacement
2. Ceiling and wall lights.
3. Kitchen units which do not comply, e.g. wall units over sinks, cooker spaces, etc or wall units where the doors overhang these spaces
4. Laminate or solid wood or ceramic tiled floors Retain if safe, tenant was given permission and it makes the house more lettable. If flooring etc is left then incoming tenant will sign a disclaimer advising that the Association will not maintain or be held responsible if the flooring is damaged or requires to be removed to carry out repairs.
5. Fencing - Retain if safe, tenant was given consent and it makes the house more lettable. If fencing etc is left then incoming tenant will sign a disclaimer advising that the Association will not maintain or be held responsible if the fencing requires replacement
6. Internal partition - Retain if safe, tenant was given consent and it makes the house more lettable. If partition etc is left then incoming tenant will sign a disclaimer advising that the Association will not maintain.
7. Bathroom suites (these may be left if safe, however, if suite is coloured the incoming tenant should be advised the Association will replace any faulty components in white)
8. Non-standard installations of poor or substandard quality
9. Excessive artex to walls and ceiling may be plastered over if unsafe.

LONG-TERM VOID

Where there is little likelihood of a property being re-let within the foreseeable future, the void will be sealed against unauthorised entry, and no repairs undertaken until a possible tenant has been identified. Gas, water and electric supplies, should be disconnected, and the system drained down. Consider removal of gas boiler etc.

VOID AWAITING REDEVELOPMENT

Where a property is subject to redevelopment initiatives, the property will be sealed with shutters and door as appropriate and all services disconnected and meters removed. Where appropriate, high value components to be removed for possible re-use.

VOID AWAITING DECANT USE

Carry out standard gas and electric safety checks, drain down water supplies and secure until decant tenant identified.

WL1

Date

Name
Address

Dear

Address Offered

I contacted you on to try to arrange an appointment to view the above property, which you were offered on but have had no response.

The offer has now been withdrawn, and the property will be allocated to another applicant.

You are entitled to 2 offers of housing from the Association, if you are interested in receiving another offer of housing please let me know.

If you refuse a second offer, you will be suspended on our waiting list for 2 years.

If you wish to discuss this letter, please contact me.

Yours sincerely

Housing Officer.

WEST OF SCOTLAND HOUSING ASSOCIATION

OFFER OF HOUSING REFUSAL NOTICE

Property Address _____

I am refusing the offer of the above property for the following reason(s).

Property too small	<input type="checkbox"/>
Property too large	<input type="checkbox"/>
Condition of property	<input type="checkbox"/>
Condition of Area/environment	<input type="checkbox"/>
Property too far from amenities	<input type="checkbox"/>
Medical reasons	<input type="checkbox"/>
Not wishing housed at present	<input type="checkbox"/>
Other (please specify below)	<input type="checkbox"/>

Signed _____ Date _____

WEST OF SCOTLAND HOUSING ASSOCIATION

DISCLAIMER

I, (name of tenant), accept the property at, (address of property), and would request that the (description of item) left by the previous tenant remain in the property for my own use.

I am aware, and agree, that the Association will not accept any liability should any repair/maintenance or damage be required, or caused by the (description of item).

Signed _____

Date _____

Witness _____

Date _____