

LETTABLE STANDARD – Technical Update

General Overview

- a) The property is to be presented in a clean and tidy condition ready for the customer to decorate as required.
- b) All furniture and any other items belonging to the previous customer to be removed unless otherwise agreed and a suitable disclaimer signed by the incoming customer.
- c) The property shall be provided with all essential utilities and be safe and free from all hazards to ensure that it meets relevant regulatory, statutory and legislative requirements and complies with the guidance contained in Housing Health and Safety Rating System Guidance for Landlords and Property Related Professionals.
- d) The following standards must be met:
- e) Structurally sound, watertight and free from any damp, mould or infestations.
- f) Working primary heating and hot water system that provides sufficient heating throughout the property and can be commissioned once the customer has occupied the property.
- g) Provision of adequate food preparation areas, personal hygiene, sanitation and drainage facilities.

Customer Information & Certification

- a) Where applicable, and prior to occupation, the customer will be provided with the following certification/ information within their tenancy pack:
 - Valid heating certificate (LGSR etc.)
 - Valid electrical safety certificate (EICR)
 - Energy performance certificate
 - Fire safety information
 - Where applicable, generic advice and guidance about Asbestos Containing Materials and their likely location within the property
 - Location of meters, stopcocks, and water valves

External Fabric

• Gardens and Landscape

- a) Gardens will be free from rubbish and debris.
- b) Lawns/grassed areas will be strimmed to a manageable level (≤ 50 mm)
- c) All open plan gardens will remain open plan.
- d) Existing trees, overgrown hedges, and other vegetation will be trimmed back so that the incoming customer can maintain at the time of moving in.
- e) Ponds and water features will be removed and filled in.
- f) NOTE- where root systems could affect the fabric of the building, a survey will be undertaken by a suitable specialist to determine what, if any, works need to be undertaken.
- g) Before undertaking any work on trees, it will be determined whether a Tree Preservation Order (TPO) is in place through the appropriate Local Authority.
- h) Where Japanese knot weed has been identified, Asset will engage a specialist contractor to remove. Appropriate information will be recorded on a central register.
- i) Wheelie and waste bins will be emptied.

• Boundaries – Fencing & Gates

- a) Any existing fencing must be presented in a safe condition.
- b) Any existing fencing which is unsafe, will be removed and replaced.
- c) Where there is no fencing/ boundary treatment, renewal will be undertaken where there is a Housing Health & Safety Rating System (HHSRS) requirement whilst void.
- d) Boundary treatments will replicate what has been installed within the area/ street scape.
- e) All gates shall open and close correctly.
- f) All defective gates will be repaired/ replaced on a like for like basis as necessary.
- g) Where boundaries have been previously altered, on a case by case basis, we will look to reinstate to the correct position if practicable.

• Roof, Chimney Stack, Fascia, Soffit & RWG's

- a) Any roofing whether pitched or flat will be complete and watertight.
- b) All cracked tiles/ defective coverings will be repaired/ replaced.
- c) All flashing and appropriate ridges, hips, valleys, cloaks will be in place, securely fixed and in good order.
- d) Soffits, fascia's and barge boards must be structurally sound and securely fixed
- e) All rainwater gutters, downpipes and waste pipes will be safely secured to the property leak-free and cleared of all vegetation.
- f) Chimney stacks will be structurally sound and vegetation free.
- g) Appropriate patch repairs will be carried out to pointing/ rendering which ensure water tightness.
- h) Chimney flues will have an appropriate cowl fitted.

- **Drainage, Gullies & Inspection Chambers**

- a) All drainage runs will be clear and in working order.
- b) Gullies, rodding eyes, inspection chambers will have suitable and secure covers.

- **Brickwork/ render**

- a) All brickwork/ render finishes shall be in a good state of repair.
- b) Appropriate patch pointing to all brickwork beds and perps will be carried out to ensure water tightness.
- c) Added/ defective brickwork/ render shall be repaired.
- d) Where there are signs of subsidence, Acis Repairs will commission a structural survey and undertake any works identified.
- e) Where a pre-inspection identifies or suggests structural instability, appropriate shoring works must be undertaken immediately.
- f) Corroded/ defective lintels shall be treated and repaired with epoxy resin mortar.
- g) Ivy shall be removed from all elevations.

- **Satellite Dishes/ aerials**

- a) Satellite dishes/ aerials shall remain in place unless they affect the fabric of the dwelling or breach any land covenants.
- b) If removed, the fabric of the building shall be made good, where appropriate.

- **Burglar alarms**

- a) All domestic burglar alarms will be removed and the fabric, if affected, made good.

- **External water outlets/ taps**

- a) Where installed, external water taps will be maintained/ repaired/ renewed at the time of the property being void.

- **External Lights**

- a) Where installed by Acis, these will be maintained/ repaired/ renewed at the time of the property being void.
- b) Where installed by the previous customer, these should be tested as part of the EICR test and only removed in the event of failure

- **Canopies**

- a) Where installed by Acis, Canopies will be free from rot and securely fixed.

- b) Canopies installed by the out-going customer, will be retained unless any health and safety issue is identified, in which case they will be removed and the fabric made good.

- **Paving**

- a) Existing paving will be in a reasonable state of repair and free from any trip hazards.
- b) Suitable paving will be installed from the highway to the front entrance as a minimum.
- c) Paving may consist of concrete, tarmac or concrete.
- d) All paving shall be free of any trip hazards.

- **Clothes Lines**

- a) Acis do not maintain clothes lines. Clothes lines fitted on new Build will be gifted.

- **Driveways/ off road parking**

- a) Where off-road parking has been provided with a drop kerb, suitable repairs will be undertaken to allow for the parking of a vehicle. This will include repairs and replacement of gates if already installed.
- b) If the extent of the repairs would result in the replacement of the entire base, then 2 rows of concrete paving shall be installed with chippings in-between.
- c) Where there is no drop kerb installed to an existing hardstanding that may have been used previously for the parking of a vehicle, this will not be deemed as off-road parking and as such will be removed if found to be unsafe.
- d) However, if the hardstanding can be left, any gates will be removed and replaced with a suitable boundary. Where there are gates only and no boundary treatment, the gates will be removed.

- **Out Buildings incl. sheds & Individual Garages (As provided by Acis)**

- a) Shall be clear of all debris and in a good state of repair.
- b) Where outbuildings/ garages are separate from the main dwelling and in a good state of repair, appropriate repairs should be undertaken, however, WC's, WHB's, water feeds, electric feeds shall be disconnected and capped appropriately.
- c) Where separate outbuildings/ garages are in a poor condition and the cost to repair exceeds that to remove, they shall be removed, and the ground made good.
- d) Where there is an integral outbuilding/ garage within the footprint of the property, suitable repairs shall be carried out and all services and utilities maintained.

- e) Where Acis have provided sheds, water butts and other facilities in the past, if they are in a good state of repair they shall be gifted to the incoming customer. Any defective items should be removed.

- **Windows**

- a) Where there is a requirement to install new, this will be in line with Acis' planned works specification.
- b) All window openings will open and close correctly and be watertight.
- c) All seals, hinges, handles, latches, vents, and locks will operate correctly.
- d) Suitable child window restrictors will be installed, where feasible, above ground floor. Where this is not feasible, Acis Repairs will place a UDC against the property in the housing system.
- e) All window openings will have a timber curtain batten, unless there is a suitable curtain pole left in position.

- **External Entrance Doors (Incl. Door Entry & Intercoms)**

- f) Where there is a requirement to install new, this will be in line with Acis' planned works specification.
- g) All doors will open and close correctly and be watertight.
- h) All seals, hinges, handles, latches, vents and locks will operate correctly.

- **Locks & Keys**

- a) All doors will have a suitable security lock including multi-point locking, euro cylinders, 5 lever mortice sash/ dead locks, night latch etc, which operate correctly.
- b) All entrance doors will have the cylinders/ barrels replaced and a minimum of 2 keys provided.
- c) Where fob access is required, a minimum of 2 fobs will be provided.
- d) Where windows have lockable handles, suitable keys will be provided to all handles.

- **Glazing (Existing)**

- a) All glazing will be free from broken, cracked or failed glass/ DG units
- b) Any single glazed internal panels or windows will be made safe and treated/replaced as below.
- c) Safety glass will be installed in line with BS 6262. Refer to the British Standard for the most current and up to date information.

Internal Fabric

- **Cleanliness of Property**

- a) Floors should be swept and cleaned.
- b) Kitchen units, all work surfaces, cupboards, drawers and sinks will be cleaned, and all cleaning residue rinsed away. (All cleaning to be completed inside and out for units, cupboards and drawers).
- c) All bathroom fittings will be cleaned. Particular attention will be given to the cleaning of taps so they meet a good standard and lime scale will be removed where possible.
- d) Toilets and sanitary fittings will be cleaned in all areas and left with a toilet strip to confirm clean.
- e) Drawing pins, tape, blue tack and picture hooks will be removed from all walls.
- f) Electrical sockets, light fittings and switches will be cleaned.
- g) Internal windows and frames will be cleaned and washed down.
- h) All doors, including the front door, door frames, architraves and side casings will be cleaned.
- i) Radiators will be cleaned at the front and as much as possible behind.
- j) All skirting boards will be washed down.
- k) All storage cupboards will be swept and mopped.
- l) Stairways and steps will be swept and cleaned.
- m) All tiled areas will be cleaned.
- n) All cleaning should be left streak-free.
- o) Paper and polythene will be removed from new sanitary ware.

- **Kitchens**

- a) All properties will be provided with a fully functional kitchen facility that meets the Decent Home Standard.
- b) Where there is a requirement to install a new kitchen, this will be in line with Acis' Planned Works Specification.
- c) Kitchen units, doors, drawers, handles, hinges, sink and taps will be defect free, clean and operate correctly.
- d) Kitchens will include batten holder/s with a suitable low energy fitting.
- e) Worktops will be free from chips and major scratches – suitable repairs will be accepted.
- f) Work surfaces will be securely fixed and safe for the preparation of food.
- g) Worktop splashbacks will comprise of a minimum of 3 rows of tile (450mm min total height).
- h) Floor coverings will be water and slip resistant, damage free, and clean with no trip hazards.
- i) All mastic/ silicone sealants will be complete and clean.
- j) Rear of cooker spaces will be fully tiled.
- k) Ventilation will be provided in the form of a humidistat through wall or ceiling mounted extractor fan. Existing units should be damage free, clean and in working order.
- l) 620 mm spaces for the connection for a cooker, washing machine and fridge will be provided as a minimum where possible.
- m) Where a property has gas and electric supplies, both a gas and electric cooker point will be provided.
- n) Cooker points will be safely capped off prior to the customer occupying the property.

- o) Walls will be thoroughly washed down to leave a grease and stain free finish.
- p) Sinks will be damage, stain and leak free with plug and chain attached.
- q) Water stop taps will be located in an accessible position which can be turned off in an emergency
- r) Suitable gas, electric and plumbing connections, will be provided which are safe and in working order
- s) Where Acis is responsible for the provision of kitchen appliances, these will be clean, damage free and in a safe working condition.
- t) Any free-standing and built in white goods that do not belong to Acis will be removed unless specifically requested to be left by the Neighbourhood team.
- u) Waste traps will be fully operational.

- **Bathroom & Toilets**

- a) All properties will be provided with a fully functional bathroom and toilet facility within the property.
- b) Where there is a requirement to install a new bathroom, this will be in line with Acis' Planned Works Specification.
- c) All sanitary ware will be clean and free from any chips, and cracks.
- d) Taps, plugs, chains, traps and waste pipes will be in working order.
- e) Baths will be enclosed with a bath panel and suitably sealed.
- f) Bath splashbacks will have a minimum of 3 rows of 150 x 150 mm ceramic tiles.
- g) Wash Hand Basins will have a minimum of 1 row of 150 mm ceramic wall tiles.
- h) Where the WHB is adjacent to the bath, the wall tiles will tie into the 3 rows above the bath.
- i) All mastic/ silicone sealants will be complete and clean.
- j) A new toilet seat will be fitted to any existing toilet.
- k) Floor coverings will be water and slip resistant, damage free, clean with no trip hazards.
- l) Ventilation will be provided in the form of a humidistat through wall or ceiling mounted extractor fan Existing units are to be damage free, clean and in working order.
- m) Waste traps will be fully operational
- n) Light fittings will be fully enclosed to the appropriate IP rating and of a low energy type fitting.
- o) The above criteria will also apply to all additional bathroom/ toilet facilities within the property.

- **Showers**

- a) Where there is an existing shower that is safe and functional to use, this will be left in place and maintained by Acis.

- b) Should the existing shower not meet current standards, this will be either upgraded or replaced to meet those standards e.g. Cable upgrade, replacement fuse, etc or replacement with a DDA compliant (thermostatic) electric shower.
- c) Shower curtains to be replaced and become customers responsibility.
- d) Shower heads and hoses will be replaced.

- **Adapted Bathroom**

- a) Where there is a requirement to install new, this will be in line with Acis' planned works specification.
- b) Facilities will be operational, functional, safe to use and appropriate to the customer's needs.

- **Adaptations**

- a) Stair lifts, through-ceiling lifts, hoists and other major pieces of equipment will be removed, and the fabric reinstated.
- b) On removal of these adaptations, it is the responsibility of Acis Repairs / external contractor to inform the Asset team who will in turn remove from the appropriate servicing programme.
- c) Any adaptations where agreed with the Area Service Manager, can remain in place if of benefit to the in-coming customer.

- **Heating Systems – General (Primary System)**

- a) All properties will be provided with a fully functional primary heating system throughout the property on completion of the works.
- b) Relevant fuel supplies will be capped whilst the property remains empty.
- c) Where there is a requirement to install a new heating system, this will be in line with Acis' Planned Works Specification.
- d) All existing systems and controls will be in full working order.
- e) All radiators will incorporate TRV's where possible.
- f) All fuel meters will be checked and capped off until the re-commissioning stage.
- g) All meters will be left in credit to re-commission the system when the new customer occupies the property.
- h) All hot water cylinders will be insulated and complete with cylinder thermostat.
- i) All appropriate pipework will be clipped and insulated.
- j) All heating systems will have a valid and in date annual safety check certificate.

- **Gas Central Heating**

- a) Where a property has full gas central heating that provides sufficient heating to all rooms, any existing gas fire/s will be removed and made good where possible.

- b) Where a property has full gas central heating that provides sufficient heating to all rooms and any electric fire, this will be removed and made good.
- c) No secondary fire will be installed

Note Sheffield Transfer Agreement includes for the provision of a secondary form of heating, therefore existing gas fire appliances will be removed, and an electric fire and surround installed.*

- **Economy 7 electric storage heaters**

- a) Where a property has Economy 7 storage heaters only, an electric focal fire will be installed.
- b) Where this category of property has an electric focal fire, which is defective and can't be repaired, this will be replaced.

- **Solid Fuel**

- a) Where a property has solid fuel central heating that provides sufficient heating to all rooms, any existing fire/s will be removed and made good where possible.
- b) No secondary fire will be installed

- **Electrical Installation & Lighting**

- a) Where there is a requirement to install new, this will be in line with Acis' Planned Works Specification.
- b) The electrical system will be inspected and tested and left safe to use on completion of the works.
- c) Where unsafe, unauthorised electrical works have been undertaken by the out-going customer, these will be removed and made good as required.
- d) Sockets, switches, pull cords, lights etc. will be safe, working correctly, free from cracks, burn marks, clean and properly secured.
- e) Painted switches and sockets will be replaced.
- f) Where possible we will aim to achieve at least 2 double electric sockets in each room, except for the bathroom or W.C.
- g) There will be a minimum of 1 ceiling light fitting in each room.
- h) The hall, staircases & landing will have suitable lighting.
- i) An Electrical Safety Certificate will form part of the customer handover pack prior to them moving in.
- j) It will be the responsibility of the customer to provide and replace light bulbs.
- k) Fluorescent light fittings will be removed and replaced with appropriate pendant or batten holder type with low energy fittings.
- l) All non-standard light fittings will be removed and replaced with Acis light fittings unless previously agreed with the out-going customer where they pose no health & safety risk.

- **Smoke & Carbon Monoxide detectors**

- a) Where there is a requirement to undertake full scale electrical rewiring within the void property, all detectors shall be hardwired, interlinked and incorporate a 10-year lithium battery back-up.
- b) Suitable Multi sensor detectors must be installed in each circulation spaces (halls and landing areas) in addition to the main habitable room.
- c) Suitable Heat detectors must be installed in the kitchen area.
- d) CO detectors are only to be installed where there is a fuel burning appliance.
- e) Where hardwired detectors cannot be installed, 10 year lithium battery multi sensor and heat detectors shall be installed as above.
- f) All detectors must be inter-linked within the property.

- **Internal Doors (Existing Incl. cupboards)**

- a) All internal doors must open and close correctly.
- b) All hinges, handles, latches and locks will operate correctly.
- c) Doors must be free from holes and dents that cannot be repaired effectively.
- d) Replacement doors will be on a like for like basis.
- e) Bathroom doors should have a safety locking device enabling the door to be opened from outside the room

- **Walls & Ceilings**

- a) All polystyrene ceiling tiles and coving will be removed from all rooms.
- b) Walls and ceilings will be free from large cracks (not including hairline cracks of less than 2mm) and mould growth.
- c) Due to the age of certain properties, walls and ceilings may not be plumb, level or perfectly smooth, however, they will be in a good state of repair and in a condition that can be decorated.
- d) Added plaster will be renewed.

- **Floors**

- a) All floors will be free from trip hazards and in a good and safe condition.
- b) Whilst some floorboards may have some slight movement, cracks or be of a different colour/ size, they will be free from major faults.
- c) All new/ replaced floorboards will be screwed down and not nailed.
- d) All access panels will be screwed down and not nailed.
- e) Existing carpet grips must be removed for H&S reasons.

- **Flooring (Excl. kitchens & bathrooms)**

- a) Carpets, laminates, ceramics and other floor coverings which are in good repair and free from signs of infestation, may be left in place if agreed by the Area Service Manager. A disclaimer will need to be signed by the incoming customer as Acis will take no responsibility for future maintenance/ replacement.
- b) Out-going customers are to be advised that carpet grippers attached to any existing floor tiles are to remain in place and not be removed as they may be attached to asbestos containing tiles.
- c) All floor tiles that contain asbestos will be managed in line with the asbestos policy.

- **Staircase**

- a) All balustrades and handrails will be safe and secure, and span the length of the staircase.
- b) Balustrade spacing will be no more than 100 mm apart.
- c) All treads and risers will be consistent in size, defect free and pose no H&S risks.
- d) Existing carpet grips must be removed for H&S reasons.

- **Internal woodwork**

- a) All internal woodwork will be rot free, securely fixed and in a condition, appropriate to decorate.
- b) Missing woodwork will be replaced on a like for like basis.

- **Internal metalwork**

- a) Metal work will be defect free, securely fixed, clean and in a condition appropriate to decorate.
- b) Missing metalwork will be replaced on a like for like basis.

- **Lofts**

- a) Lofts will be insulated to a minimum of 300 mm.
- b) Lofts will be empty and free from infestation.
- c) Loft Access must be available via an easily accessible point (i.e. not over a staircase) and be of a reasonable size. New loft hatch must be installed to alleviate any health and safety risk or restrictions in accessing the loft.
- d) Loft hatch lids to be fitted with insulation to the rear side together with draught proof strips and hook and eye clips

- **Decoration**

- a) It is the responsibility of the in-coming customer to decorate the property.
- b) However, appropriate decoration will be undertaken where there is:
 - Graffiti
 - Severe nicotine staining
- c) Where wallpaper is in a good condition, it will be left in situ
- d) Where wallpaper is damaged or stained, it will be removed, and the area prepared ready for decoration.
- e) Picture hooks will be removed and filled.
- f) Plaster cracks to walls and ceilings over 2 mm will be filled in readiness for decoration.

- **Existing/ Non-Standard Fixtures & Fittings**

- a) Any non-standard fixtures & fittings will be removed and where appropriate,

replaced in line with Acis' repairs specification.

- **Asbestos**

- a) In line with Acis' Asbestos Management Plan, all void dwellings will have a full Refurb & Demolition survey undertaken.
- b) All non-manageable ACM's will be removed in line with Acis' Asbestos policy.
- c) At the time of sign up, the standard Asbestos information sheet with appropriate guidance will be included in the tenancy pack.

- **Legionella**

- a) An appropriate flushing regime will be implemented whilst the void is being worked in and up to the point that it is let by ensuring that all sentinel taps are flushed on at least a weekly basis.
- b) Where the property will be vacant following the completion of void works for
 - Less than 7 Days - the Area Service Managers will flush out all taps at sign up.
 - Greater than 7 Days - Acis Repairs will undertake a full flush, temperature check and chlorination.
- c) Where there are un-used water storage tanks, these will be removed from the property whilst undertaking any remedial works.
- d) A legionella risk assessment will be completed at every void.

Mutual Exchanges

- **Minimum Standard**

- a) If on inspection of a mutual exchange property it is identified that any works of a rechargeable nature are to be undertaken, the customer will be informed by the NBDs team.
- b) All rechargeable works must be completed prior to the mutual exchange taking place.
- c) To ensure that the transferring customer is not exposed to any health and safety risks, the following works will be completed prior to the customers moving into their respective home.
 - a) The property shall be provided with all essential utilities and be safe and free from all hazards to ensure that it meets relevant regulatory, statutory and legislative requirements and complies with the guidance contained in Housing Health and Safety Rating System Guidance for Landlords and Property Related Professionals.
 - Be watertight and free from any damp, mould or infestations
 - Have in place a fully working primary heating system that provides sufficient heating throughout the property and can be commissioned once the customer has occupied the property
- e) Where applicable, and prior to occupation, the customer will be provided with the following certification/ information:

- Valid heating certificate (LGSR etc.)
- Valid electrical safety certificate (EICR)
- Energy performance certificate
- Where applicable, generic advice and guidance about Asbestos Containing Materials and their likely location within the property
- Location of meters, stopcocks, and water valves will be identified and noted within the tenancy pack.