

What is the standard for refurbishing our empty homes



This leaflet outlines the standard to which we present all our empty homes to new customers



Our aims

Our aim for lettable homes:

- Efficient turnaround times
- All homes meet this lettable standard
- All homes are free from health and safety hazards
- Value for money is achieved and works are delivered, within approved budgets
- We comply with relevant legislative standards and sector good practice

Internal specifications

Doors

- External doors to be a lever 5 mortice type insurance lock and night latch
- Fire door checks to be carried out on flat front doors into communal areas.
- Front door is to be numbered and have a functioning letter plate or box.
- All internal doors to function correctly especially those that are there to prevent the spread of fire e.g. kitchen doors into living areas.
- Doors will be eased if gap between door and frame is less than 1mm.
- All doors should fit in openings correctly with no significant gaps around door stops.
- Defective handles to be replaced.
- Glazed doors to be removed unless safety glass is fitted.
- Surface damage to doors and surrounds will be repaired and decorated. Where surrounds are badly damaged and /or heavily painted these will be replaced.



Stairs

- Works to stairs and associated banisters, handrails, quarter landings etc are deemed safety issues and will always be carried out within the void refurbishment period (should specify the checks to be undertaken).
- All stair carpet grippers to be removed, where carpets not retained.
- All stairs to have a banister rail.
- Guarding to landing and stairs shall be such that a 100mm sphere does not pass through any opening.
- All hand rails, grab rails and balustrades secure and fit for their intended purpose.
- Any damaged stair treads to be repaired / renewed.

Internal walls and partitions

- All holes and cracks filled ready for decoration.
- Loose plaster to be replaced.
- All customer fixtures left on walls, (unless with prior permission and are deemed to be fit for purpose) e.g. shelves, hooks, nails, screws etc will be removed and wall surface made good ready for decoration.
- Check any previous customers alterations for structural soundness.
- Mould-affected ceilings will be treated with fungicidal wash and stain blocked after addressing the cause of mould (or replaced if damage is advanced).

Ceilings

- Ceilings to be free from sags and significant staining.
- All holes and cracks filled ready for decoration.
- All polystyrene tiles and coving, T&G boarding and other combustible materials will be removed from all ceilings.
- Mould-affected ceilings will be treated with fungicidal wash & stain blocked after addressing the cause of mould (or replaced if damage is advanced).
- Loose plaster or textured coatings to be replaced.

Floors

- All floor coverings other than kitchen and bathroom will be removed if in poor condition and floors left sound, safe and suitable to receive new floor covering.
- Loose boards to be re-fixed to reduce movement and noise. Split and gapped boards to be replaced.
- Suspended ground floor floors to have their ventilation source checked. Airbrick vents to be cleared or renewed as appropriate.
- Repairs to floor tiles to be carried out as necessary. Cracked tiles where carpet grippers have been removed around edge of room can be filled with a self-levelling compound apart from kitchen and bathrooms.
- Any missing or broken tiles found by the contractor when removing floor coverings to be replaced to match where possible in the kitchen and bathrooms. In other rooms if these cannot be replaced then they will be filled with a self-levelling compound.
- Where floor tiles are removed, only tiles to kitchens and bathrooms will be replaced.
- If lifting floor tiles containing asbestos materials the resulting bitumen will be encapsulated in floor paint to prevent fibre release.
- Any stair grips/ other hazards to be removed.
- Ensure there are no protruding nails or sharp edges.
- Woodwork, e.g. skirting, architraves, internal door frames, internal doors, built in cupboards and wardrobes, shelves etc. will all be in good condition.

Ventilation

- Extractor fans will be installed where practically possible in both kitchen and bathroom.
- All vents to be in good condition and clear of obstructions.
- All extractor fans checked to ensure they are in full working order or repaired if required.

Windows

- All opening lights to be opened to check their operation, lubricated and any repairs carried out including trickle vents etc.
- Fasteners and stays to work correctly and offer fully secure latching.
- Where key locking fasteners have been installed, all fasteners are to be left unlocked and closed and the keys removed / keys supplied if missing.
- Hinges to be secure and free in operation.
- Glass is to be free of cracks and breaks are sealed and free from misting.
- Check that internal glazing complies with current minimum safety glazing standard.
- All glass below 900mm from floor level and all glass in doors and side panels will be safety glass.
- Where restrictors have been fitted these will be in a serviceable condition and or supplied to windows above ground floor.
- A timber curtain batten/rail fitted above all windows where possible.

Damp and condensation

- Damp meter check / moisture map of property performed.
- Damp proof membrane condition checked.

Roof void

- Loft will be clear of all items.
- Checked for woodworm and dry rot.
- Check roof timbers are in good order.
- Firebreaks intact.
- Loft Insulation - where the current level is identified as being less than 270mm will be upgraded to 300mm insulation quilt (or equivalent).

Kitchen

Adequate kitchen facilities are to be provided, in accordance Decent Homes Standard

- Minimum space to store and prepare food.
- Damaged kitchen floor tiles removed and replaced with a suitable match or renewed with slip resistant sheet vinyl if repair is not cost effective.
- Floor that have heavy staining scratching or marking will be renewed with slip resistant sheet vinyl.
- Floor coverings to kitchens will be hygienic, easy to clean and moisture resistant.
- A 3 course tiled splash back to sink and all work tops to be sound, grouted and sealed and repaired where necessary to match existing where possible.
- Washing machine connection with an independent waste outlet to be provided.
- All taps and stop valves shall be working correctly.
- All carcasses, unit doors and draws shall be good order and working correctly.
- Ensure that there is a gas and/or electric cooker connection point.
- If kitchen passes the Decent Homes Standard but is in poor condition and requires replacement – we will look to replace the kitchen once the new customer has moved in).
- Worktop in good condition without any significant marks. Supplied to both sides of cooker space, with associated coverbeads.
- Sink and draining board on double base unit.
- At least two sets of double electrical sockets at worktop level.
- Space for washing machine (where space allows).Space for Fridge/Freezer (where space allows).



Bathroom (WC)

- Electric over bath showers installed by the outgoing customer, unless installed appropriately will be removed. Showers will only be left in properties when they have been professionally installed and in a condition suitable for use and not a future maintenance liability.
- Shower curtains left by the previous customer will be removed, unless deemed in good condition.
- Baths are to be free from significant staining and chips.
- All taps, WC cisterns, and stop valves shall be working correctly.
- Replace the toilet seat, check pipe-work for leaks and ensure that the toilet cistern is flushing correctly.
- Ensure that floor coverings to bathrooms are hygienic, easy to clean and moisture resistant.
- Stained WC pans will be professionally de-scaled.
- Vanity units shall be removed (unless with prior permission and are deemed to be fit for purpose).
- Grab rails, shower seats etc. shall be secure and fit for their intended purpose.
- Three courses of wall tiles to provide splash back to bath and WHB (but floor to ceiling where shower is over bath or in shower areas) and suitable sealant where they abut the wall.
- Shower screen/curtain fitted where shower is over bath.
- Plugs and chains supplied for bath and WHB's.
- Toilet and bathroom doors fitted with privacy locks.
- Broken wall tiles replaced and re-grouting where required.
- Toilets in outhouses will be removed.



Decoration

General need properties

- The dwelling must be in fair decorative order, or capable of being readily decorated by the ingoing customer.
- If deemed to be in poor condition the Hall, stairs and landing will be redecorated (due to access difficulties).
- Only rooms that are deemed to be of poor decorative order will be decorated.
- Redecoration of general needs should only be carried out if the room has areas affected by damp / mould / water staining / heavy nicotine staining / dark base colours used on walls or ceilings.
- Customer applied textured coatings to ceilings and walls to be left if applied to an acceptable standard.
- Moderately torn or damaged ceiling and wall coverings are to be fully removed or where existing colours are too dark to cover easily.
- Graffiti is to be obscured or removed.
- NDH may when required to let difficult or hard to let properties either fully redecorate or supply paint to incoming customer.

Housing for older people

- All (HfOP) will be returned to a standard where the incoming customer has no need to redecorate. This will be assessed on a room by room basis, but will be balanced by the costs of a full redecoration.



External specifications

Roof

- Coverings, type, broken tiles, flashing, abutments, pointing, ridge detail will be repaired.
- Chimneys – flaunching, flashing, condition, cracks assessed and repaired.
- Roof lights / solar PV / fixtures to be checked.
- Rainwater goods comprising gutters and downpipes to be checked for effective operation and water tightness with any broken fittings etc being replaced in a colour to match the existing. They will also be cleaned where requested.

External walls

- Condition of wall (pointing, cracks, loose render etc) to be inspected and repaired where required and any signs of movement to be investigated.
- Cavity wall insulation and wall ties to be checked for condition if required.
- Damp proof course to be checked to ensure it is in good condition and above any external ground levels.



Energy efficiency

- Consideration will be given to energy improvement recommendations from EPC certificate.

External



- Above ground drainage comprising appliance wastes and soil vent pipes to be checked for effective operation and water tightness.
- Manhole covers to be repaired, cleaned/cleared as necessary.
- Gulley's and grids to be clear of obstruction.
- Inspect for faults to footpaths to ensure paths/hard surfaces are trip free.
- External handrails and steps will be safe.
- Removal of fittings to external surfaces, i.e. Xmas light fittings, hanging basket brackets etc. to be removed, holes stopped in and wall decorations made good.
- The doors to standard meter boxes to gas and electric meters are to be checked and left in a tidy, safe, and latch-able condition.
- Fences and gates that are the property of NDH to have any necessary repairs carried out.
- Remove any graffiti.

- All items and rubbish left in the garden to be removed. Particular attention to removal of broken glass, sharps etc.
- Ensure any outbuildings are safe, secure and clear of rubbish.
- Grass to be cut / strimmed and left ready to maintain.
- Large trees to be reported to the Neighbourhood Officer for assessment.
- Bushes and shrubs within the garden to be trimmed to a manageable size – no more than 2m. Bushes, shrubs and trailing ivy immediately next to or attached to the property will be removed.
- All non NDH sheds, greenhouses, garages, patios, fishponds, rockeries and similar structures and features erected or formed within the curtilage of the property shall be completely removed and areas made good. (unless with prior permission and are deemed to be fit for purpose).
- All ponds and water features will be removed.
- Customer's own DIY paths, ramps etc. shall be removed. (unless with prior permission and are deemed to be fit for purpose).
- Any garages or external stores will have doors that are secure and operational (but not necessarily lockable).





Need
help?

Phone us: 01271 312500

Email us: enquiries@ndh-ltd.co.uk

Complete our on-line forms via our website:
www.ndh-ltd.co.uk

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