



Void Management Policy

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1. Purpose

We aim to provide safe, secure, and affordable homes to the new and existing customers.

This policy sets our approach to the management of domestic void properties owned or managed for lettings by North Devon Homes (NDH).

2. Principles

The following principles will apply to this policy:

- It will promote health and safe working practices whilst meeting our compliance obligations.
- It will monitor performance of our voids systems and processes on an ongoing basis.
- It will take all reasonable steps to ensure that properties meet or exceed our defined Letting standard.
- It will deliver repairs and improvements in the most cost-effective way using our internal contractor wherever possible.
- It will seek to ensure value for money throughout the voids process.
- It will undertake a pre-tenancy assessment for customers moving into a new home.
- It will work with our partners to making best use of the property.
- It will provide incoming customers with key information on the property and the local services available.
- It will assess the long-term viability of property upon notification that the property is becoming void.
- It will use the opportunity that is presented at void to ensure up to date records of stock are maintained.
- It will hold monthly reviews of performance with key staff.

3. Review

We will review this policy and procedures every three years or following any relevant change to government policy, regulation or legislation.

This will ensure that it continues to be relevant and meeting reasonable customer expectation.

4. Scope

The policy covers the management of the void process from receiving notification of the existing tenancy ending, to the re-letting of the property to a new customer.

5. Responsibilities

Responsibility for ensuring that this policy is communicated and implemented is with the Head of Asset Management for the repairs and maintenance elements and the Head of Housing and Customer Services for the lettings and handover of the property elements. The different aspects of the void process are summarised in the table below:

6. Policy Statement

Policy Statement	Section
We will promote healthy and safe working practices whilst meeting our compliance obligations.	6.1
We will monitor performance of our voids systems and processes on an ongoing basis.	6.2
We will take all reasonable steps to ensure that properties meet our defined Letting standard	6.3
We will deliver repairs and improvements in the most cost-effective way using our internal contractor wherever possible	6.4
We will work with our partners to make best use of the property.	6.5
We will provide incoming customers with important information on the property and the local services available.	6.6
We will assess the long term viability of property upon notification that the property is becoming void.	6.7
We will use the opportunity that is presented at void to ensure up to date records of stock are maintained.	6.8

6.1 Health and Safety

We will promote healthy and safe working practices whilst meeting our compliance obligations

Scope

We will aim to take reasonable steps to provide a safe working environment for all contractors working in a void property and ensure the building has been tested to meet our safety requirements before the new customer is given the keys to their new home.

Application

The company will complete a plan for safe working for contractors involved in the void works for the property; setting out roles and responsibilities, and how work is expected to be undertaken.

The risk assessment and plan will be completed before a contractor is allowed access to the property and will as a minimum meet the requirements of the Construction (Design and Management) Regulations (2015).

The programme of work will provide details of any relevant information for the contractors including the information that we might hold on the known location of any asbestos present in the building.

We will test all services present, to ensure they meet the relevant safety standards before the property is re-let. These services may include:

- gas appliances
- electrics including smoke, heat and carbon monoxide alarms.
- The identification, and where necessary, testing and / or removal of any asbestos in the property.
- solid fuel appliances and other heating systems.
- Fire doors in the property.
- the assessment of risk of any potential Legionella.

We will test any gas appliances and isolate the gas supply to a property for the duration of any works. The Lettings Officer will provide the incoming customer with copies of the safety certificates and appropriate information for the property.

6.2 Performance Monitoring

We will monitor performance of our voids systems and processes on an ongoing basis.

Scope

We will measure our performance through tracking the rent loss of an empty home, duration properties are void, customer satisfaction and the total cost of repairs.

Application

We will measure the following areas of performance:

- The loss of income whilst the property is vacant (this includes the loss of rent; service charges income and any discretionary non-chargeable periods).
- The total repairs costs of the void property broken down by individual trade, and/or contractor.
- The amount of time a property remains empty.
- The collection of any rechargeable works that are invoiced to outgoing customers.
- Ad hoc customer satisfaction surveys.

We will identify properties held strategically void (for future disposal; re-development or decant purposes), and those properties being re-let as part of the normal voids process and provide separate measurement.

The lost income for each category of void will be recorded and be a key performance indicator provided to the Board on a quarterly basis. We will ensure that any property damage or clearance works that are required on a void property are recharged to the outgoing customer.

The repair costs and repair completion times will be reviewed monthly by the Response Repairs Manager and the time taken to complete the lettings elements of the process will be monitored by the Head of Customer and Housing Services.

6.3 Letting Standard

We will take all reasonable steps to ensure that properties meet our defined Letting Standard.

Scope

We will assess the level of repair for each vacancy and incorporate improvement works where required. The Letting Standard (attached in Appendix A) will be available to provide incoming customers with details of what they can expect as a minimum level of repair / service. We also have

a void cleaning standard for our cleaning contractor to work to which can be found in Appendix B.

Application

The Home2Home Inspector will undertake a thorough inspection of the empty property to ensure the areas listed in the Lettings Standard are adhered to correctly. This will include energy improvement works to ensure that loft spaces are insulated, and low energy light bulbs provided. The inspector will also assess any structural or water ingress issues with the property, particularly if there is evidence of damp, mould and condensation.

NDH will also gather photos from prior to void works being started and post works completion for our records.

We will take the opportunity to remove solid fuel appliances and any non standard fixtures and fittings as part of the void works.

All contractors (including internal contractors) will be made aware of the requirements of the standard and the need to comply with it fully.

The Home2Home Inspector or voids charge hand will undertake some post inspections to confirm that works have been undertaken as requested and to an appropriate standard. The voids and Lettings Officer will also visit properties when handing over the keys and will feedback on any issues found. We will carry out a post inspection for every void property by a member of staff.

Our involved customer group will also undertake adhoc post inspections to provide feedback on the quality of the void work and to check the standard set has been met.

The incoming customer(s) will be provided with safety certification confirming compliance with these requirements. The lettings Officer will also notify customers of any major works that are likely to take place over the coming 2 years such as a kitchen replacement, particularly where the customer has been left with a non matching kitchen.

6.4 Repairs and Improvements

We will deliver repairs and improvements in the most cost effective way using our internal contractor wherever possible, seeking to ensure value for money

Scope

As part of the performance focus on overall void costs there will be a presumption to offer void works to the in-house (Home 2 Home) maintenance team wherever possible. The time taken, the standard of workmanship and the cost incurred to repair vacant homes will be monitored to ensure expected time; standards and costs are met.

Application

The use of our Home 2 Home in-house maintenance team both supports delivery of value for money and Corporate Strategy

External contractors will be employed for specialist trades and / or where Home 2 Home does not have the capacity to undertake the works within expected timescales where there are peaks in workload.

Where Home 2 Home do not have the capacity to immediately undertake the works, the additional cost of out-sourcing the works will be weighed against the increased loss of income if the property remains vacant longer, to decide which is most cost effective option.

The Response Repairs Manager will monitor the success of this on an ongoing and regular basis.

Contractors will be expected to confirm when they start and complete works. This time will be measured and reviewed at regular contractor meetings and through monthly review meetings with key staff involved in the voids process.

The Home2Home Inspector will carry out a minimum of 50% post inspections for works completed by external contractors to provide a quality assurance that the works have been completed to the standard expected.

We will assess, in conjunction with the new customers, whether any planned improvement works can be undertaken after they have moved into the property rather than when the property is void which may incur additional rent loss. It is our preference however to try and complete works whilst the property is void.

6.5 Partnership Working

We will work with our partners to make best use of the property.

Scope

We will aim to find a suitable household that makes best use of the property in terms of capacity, bedroom size; any adaptations provided along with location of available support or employment, if required. We will work with

the local authority in adapting suitable properties if there are customers on the waiting list with specific needs. We will consider reasonable adjustments to properties to ensure that customers' needs are met.

Application

We will normally look to allocate a property to a household that requires and can make full use of the number of bedrooms available in the vacant home. This is both to support the aims of the Local Authority, to meet expected standards and to support customers who may otherwise be impacted by the spare room subsidy.

We do not want to encourage overcrowding through the use of dining rooms or additional spaces as bedrooms. This is due to the negative impact that this can have on the living conditions as it can encourage damp, mould and condensation and also removes access to suitable living space for a family's needs.

Where appropriate we may exercise discretion. All instances of discretion will be reviewed by a senior manager and ordinarily will be reviewed by the Head of Customer and Housing Services. Examples of where we may exercise discretion include:

- Where there is a Local Lettings Policy in place, that limits the number of children in a particular location.
- Where is a local occupancy agreement in place and the number of persons meeting this criterion is limited (in such circumstances we may allow one additional bedroom beyond the needs of the household).
- Where the property has specific adaptations that limit the number of potential suitable applicants (in such circumstances we may allow one additional bedroom beyond the needs of the household).
- Where an existing tenant is looking to downsize from a large family house (3 bedrooms or more) we may consider offering them a 2 bed property if appropriate.
- If the property is needed for a temporary decant,
- The resulting vacancy is of strategic importance and / or will allow other customers in need to benefit.
- The Lettings Officer will ensure that the property meets the needs of the customer e.g. it is already suitably adapted if there are specialist needs. NDH do not want to put pressure on the Local Authority adaptations budgets unless adaptations are agreed with the Local Authority prior to acceptance of the property.

6.6 Important Information

We will provide incoming customers with important information on the property and the local services available.

Scope

We want to support new customers to have a smooth transition into their new home by providing them with all of the important information on the property and local services available.

Application

When the new customer collects the keys for their home we will provide them with an information pack which includes the customer handbook which will include important information on their home and Neighbourhood. This will include where appropriate and available:

- Safety certificates for the electrics; gas and legionella where applicable.
- Details and location of any known asbestos in the property.
- An Energy Performance Certificate.
- Operating details for the heating system installed in their home.
- Details about rent payment; key tenancy conditions and how to apply for any consents required.
- Refuse collection day in the area.
- Key Local information (e.g. Location of local shop(s) or public transport).
- Information on location of stopcock, meters etc.
- Leaflets providing relevant advice and guidance.

6.7 Long Term Viability

We will assess the long-term viability of property upon notification that the property is becoming void

Scope

When notification that the property will be coming vacant is received, based on the stock appraisal principles agreed by the Board, we may decide to undertake an options appraisal prior to re-letting the property. This will normally be done when there is reason for concern about the location, suitability for our customers or repairs liability that a home may present.

Application

If the property meets some or all of the Stock Appraisal principles, then we will undertake an assessment of its long term viability.

If the assessment recommends that the property is disposed of then a report will be taken to the Executive Team and then ultimately to the Board providing the supporting information and rationale for this recommendation.

Once the Executive Team has approved the recommendation to dispose of the property it will be classified as a Strategic Void and any rent loss incurred will be accounted for separately (as described under the Performance Focus section in this policy).

6.8 Record Keeping

We will use the opportunity that is presented at void to ensure up to date records of stock are maintained

Scope

We will use the voids inspection to verify if the existing stock information we hold on the property is up to date.

Application

We will carry out a stock condition survey on each void to ensure the asset management information we hold for individual property components is accurate.

We will also record any adaptations in the property which will remain and for which we will have a repairing obligation.

7. Consultation

Who has been consulted in developing the Policy?

Date	Consultation methodology	Challenge / impact / result
February 2017	Customer Forum meeting	
September 2020	Scrutiny Review of Void Standard	Customer leaflet developed, patios to remain if in good condition, improved garden and decoration standard
October 2021	Key staff involved in the void process	Elements changed in relation to damp and condensation
November 2021	Zoom meeting with customer group	Areas of policy revised to include customer inspections etc. Standard updated
August 2023	Scrutiny Group review of the void process	Changes made to procedures and customer satisfaction added to policy requirements on performance monitoring.

8. Equality Impact Assessment form

8.1 Potential impact on each of the diversity “groups”.

Strand	No impact	Negative impact	Positive impact	Comments / evidence (if negative impact, how does the policy address this)?
Race	X			Those with disabilities are matched to appropriate properties. Sheltered scheme properties will be decorated fully if required
Disability			X	
Gender	X			
Gender Reassignment	X			
Sexual orientation	X			
Religion or belief	X			
Age			X	
Rural issues	X			
Social Inclusion issues	X			
Pregnancy and maternity	X			
Marriage and civil partnership	X			

8.2 Does the Policy promote equality of opportunity?

Yes

Next review date:	Responsible Officer
Three years January 2025	Response Repairs Manager
Author	Related Documents
Head of Asset Management	Appendix A: Empty Home Standard Appendix B: Empty Home Cleaning Standard Further Reading: Sustainable Lettings Policy

APPENDIX A - VOID STANDARD

INTERNAL General repair considerations

Energy Efficiency

- Consideration will be given to energy improvement recommendations from EPC certificate for example immersion jacket upgrades and loft insulation topped up.
- All lights will have energy-efficient light bulbs installed.

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 should be treated with fungicidal wash and stain blocked after addressing the cause of mould (or replaced if damage is advanced)
- Loose plaster or textured coatings to be replaced

Internal walls and partitions

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

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 in the kitchen and bathrooms. In other rooms if these cannot be replaced then they should be filled with a self-levelling compound
- Where floor tiles are removed, only tiles to kitchens and bathrooms shall be replaced.
- If lifting ACM floor tiles 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. should all be in good condition

Stairs

- Works to stairs and associated banisters, handrails, quarter landings etc are deemed safety issues and should always be carried out within the void 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.

Doors

- External doors to comply with 'Secure by Design' specification (5 lever mortise insurance lock and night latch)
- Fire door checks to be carried out on flat front doors into communal areas. All fire door to be labelled as such.
- 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 .

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 should 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.

Ventilation

- All void properties will be checked for damp, mould, growth and ventilation
- Extractor fans must be installed 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

Roof Void

- Hatch will be fitted with a white combination lock
- 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
- Where possible kitchen units to match, however there may be rare occasions where this is not practicable.
- Damaged kitchen floor tiles removed and replaced with a suitable match or renewed with slip resistant sheet vinyl if repair is not cost-effective
- Floors 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.
- Tiled splash backs to sink and all work tops to be sound, grouted and sealed and repaired where necessary to match existing (individual tiles, if necessary);
- 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. We will remove gas points if the incoming customer does not want a gas cooker.
- 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
- Three courses of tiles to provide splash-back to sink and worktop area and suitable sealant between tile and worktop
- Replace all cracked wall tiles and re-grout where required
- Space for washing machine (where space allows)
- Space for Fridge / Freezer (where space allows).

Bathroom (WC) Works

- We will look to replace the bathroom, if required, once the new customer has moved in)
- Electric over bath showers installed by the outgoing tenant, 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 (Void Plumbing Contractor to repair chips) Baths are not to be replaced unless absolutely necessary
- 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
- Damaged kitchen floor tiles removed and replaced with a suitable match or renewed with slip resistant sheet vinyl if repair is not cost effective
- 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 WHBs
- Toilet and bathroom doors fitted with privacy locks
- Broken wall tiles replaced and re-grouting where required.

General Needs properties – Decoration

- The dwelling must be in fair decorative order, or capable of being readily decorated by the ingoing tenant.
- If deemed to be in poor condition the hall, stairs and landing will be redecorated (due to access difficulties for incoming customers)
- 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.
- Tenant 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 tenants.

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.

Plumbing, Gas and Electrical Works

- An electrical test will be carried out and any remedial works will be completed prior to the customer moving in and a safety certificate issued.
- Smoke alarms will be upgraded to the new LD2 standard.
- All plumbing will be checked to ensure that there are no dead legs, dripping taps and pipe work and any water storage tanks are in good working order and comply with the latest regulations and a Legionella risk assessment will be carried out.
- Drains will be checked for obstructions to ensure all outlets are draining properly.
- Any gas installations will be checked to ensure their safe working and a Landlords Gas safety certificate will be issued.

External

TV aerials to be maintained only where a communal aerial is present, this will normally in sheltered accommodation or blocks of flats.

If an aerial socket is present it will be left at the property, connection of the aerial will be the sole responsibility of the incoming tenant.

- Visual soundness check of roof and external building structure. Investigate any signs of progressive structural distress or deflection.
- Stacks, pots, flashings and roof coverings to be wind and watertight and necessary repairs carried out.
- Chimneys need visual check for cracking or other damage and remedial works ordered.
- 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.
- 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.
- Gulleys 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. Christmas 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 – disconnection of power / lighting / heating?
- Grass to be cut on confirmation from the LAO once tenancy start date has been agreed.
- 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 should 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 and recharged
- Tenant's own DIY paths, ramps etc. shall be removed (unless with prior permission and are deemed to be fit for purpose).

APPENDIX B -VOID STANDARD CLEANING

Empty Home Cleaning Standard

All void properties need to be brought up to the same good standard of cleanliness and are to be certified as clean.

Thorough cleaning of the property should be the last job completed prior to handover for final letting or occupation.

Standard of Internal Cleanliness applies to all rooms, circulation spaces, storage cupboards, external stores that form part of the original design of the building irrespective as to whether or not they are attached to the building, the roof space, the loft space, cellars (where applicable), external WCs and internal link garages.

Removal of items / clearance

- All furniture, rubbish, remaining goods, personal effects, loose electrical equipment and clothes. All laminate flooring and loose floor coverings (carpets and the like) are to be retained unless they are in a really poor or unsafe condition.
- The property is to be free from all discarded drugs or sharps and needles. All waste material is to be removed from the property.
- The Service Provider will arrange for fumigation or other appropriate treatment of a void to take place if evidence of vermin or insect infestation is found.

Cleaning of an Empty Property

- Cleaning is to be done using appropriate cleaning equipment and safe cleaning materials.
- All floors and stairs are to be swept and wet mopped.
- Bathroom floors are to be disinfected. Any excess moisture / water to be fully removed as part of cleaning process.
- Remove all scuffs from walls and skirting boards etc and paint splashes (where possible)
- Where fitted any Wet Room Safety Floor Covering that is found to be in really poor condition and/or very badly stained these are to be initially steam cleaned. If the Service Provider is still unable to clean the floor satisfactorily then this will need to be referred to the Asset Management Voids Team.
- Any offensive graffiti is to be removed.

- Any areas of 'Black Mould' are to be washed down with an appropriate anti fungicide. If mould is visible on or beneath the wallpaper, the wallpaper shall be removed, and mould treatment works carried out accordingly. Treat or replace any mould affected grouting or sealant.
- Loose wall coverings only are to be removed.
- Clean down all doors, doorframes, architraves, including both sides of any external doors, skirting boards, internal windows, window frames, sills, radiators (including behind the radiator) and pipe work
- Remove all drawing pins, nails, screws, picture hooks, carpet grippers, fixings, and the like from all surfaces.
- All electrical sockets, light fittings and switches are to be thoroughly clean. If electrical fittings are badly stained (i.e. badly ingrained staining which cannot easily be cleaning off) then these should be replaced.
- Ensure cobwebs are removed from all areas.
- Kitchen units, including all work surfaces, cupboards, drawers, boiler casings, cooker hobs, ovens, extractor fans / cooker extractor units, sinks, baths, showers, WHBs, tile splash backs, taps, WC pans, WC seats, cisterns and pipework are to be cleaned and sanitised.
- If extensive cleaning is required, then this needs to be discussed with the Asset Management Team beforehand.
- All extractor fans are to be cleaned.
- All rooms are to be deodorised.