

Void Management Policy

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Scottish Social Housing Charter Relevant Standards and Outcomes

STANDARD	OUTCOME
<p>Section: Housing quality and maintenance</p> <p>4 Quality of housing</p> <p>Social landlords manage their businesses so that:-</p> <ul style="list-style-type: none"> • <i>tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020.</i> 	<p>This standard describes what landlords should be achieving in all their properties. It covers all properties that social landlords let, unless a particular property does not have to meet part of the standard.</p> <p>If, for social or technical reasons, landlords cannot meet any part of these standards, they should regularly review the situation and ensure they make improvements as soon as possible.</p>
<p>Section: Getting good value from rents and service charges</p> <p>13 Value for money</p> <p>Social landlords manage all aspects of their businesses so that:-</p> <ul style="list-style-type: none"> • <i>tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.</i> 	<p>This standard covers the efficient and effective management of services. It includes minimising the time houses are empty; managing arrears and all resources effectively; controlling costs; getting value out of contracts; giving better value for money by increasing the quality of services with minimum extra costs to tenants, owners and other customers; and involving tenants and other customers in monitoring and reviewing how landlords give value for money.</p>

Scottish Housing Regulator – Relevant Standards of Governance and Financial Management and Guidance

STANDARD	GUIDANCE
<p>1 The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p>	<p>1.3 The governing body ensures the RSL complies with its constitution and its legal obligations. Its constitution adheres to these Standards and the constitutional requirements set out below.</p>
<p>2 The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p>	<p>2.1 The RSL gives tenants, service users and other stakeholders information that meets their needs about the RSL, its services, its performance and its future plans.</p> <p>2.2 The governing body recognises it is accountable to its tenants, and has a wider public accountability to the taxpayer as a recipient of public funds, and actively manages its accountabilities.</p>
<p>4 The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p>	<p>4.3 The governing body identifies risks that might prevent it from achieving the RSL's purpose and has effective strategies and systems for risk management and mitigation, internal control and audit.</p>

VOID MANAGEMENT POLICY

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VOID MANAGEMENT POLICY

1.0 INTRODUCTION

- 1.1 Void Management is the term used to describe how the Association deals with re-let and vacant properties to ensure that rental loss is minimised and the most effective use is made of the housing stock to meet housing need. This policy provides a framework for void management.
- 1.2 This policy refers to Lochalsh and Skye Housing Association's (The Association) stock. The Association also manages stock on behalf of other organisations and this policy is applicable to other organisation's property (for example The National Trust for Scotland, Highlands and Islands Enterprise, Link Housing, The Highland Small Communities Housing Trust).

2.0 PURPOSE OF POLICY

- 2.1 The Void Management Policy aims to:
- i) minimise the loss of rental income arising from voids
 - ii) utilise the Association's housing stock in a manner which satisfies housing demand amongst tenants and applicants through our Allocations Policy
 - iii) provide a proactive framework to enable staff to take positive action in the event of slower to let properties
 - iv) meet the Scottish Housing Charter Outcomes and Standards

3.0 PREVENTATIVE ACTION

- 3.1 Underpinning this policy is a range of complementary policies and procedures which contribute to: enabling tenants to remain in their own homes or, where feasible within the Association's stock, to expediting relet times where voids do occur and to monitoring and reporting on void performance. This policy requires to be implemented in the context of other policies and procedures, including Allocations, Estate Management, Asset Management, Repairs and Maintenance Policies and Adaptations Procedures.
- 3.2 Where access is provided, a pre-inspection will be carried out to determine the outgoing tenant's obligations regarding all aspects of the tenancy. The outgoing tenant will be advised of any repairs or redecoration that they are required to do prior to vacating the property. Where the outgoing tenant does not undertake the work or any works that are deemed to be the tenant's responsibility are identified after the property has been vacated, these will be recharged to the former tenant.

3.3 All properties will receive a post-inspection before the outgoing tenant has vacated the property to determine any works outstanding. Results from the property inspections will inform the Planned Maintenance Programme.

4.0 VOID CATEGORISATION AND TARGETS

4.1 Voids can be categorised in the following ways:-

- i) available to let a) as a re-let or b) as a new let
- ii) available to re-let subject to repair
- iii) or held for major repair or decant

4.2 The Association's turnover of properties is approximately 10% per annum and has remained relatively constant year by year.

4.3 Annually, as part of its budget setting, the Association will review its targets for voids which are currently calculated at 1% of Annual Rental Income.

4.4 Re-lets: The target, including any period under repair is to let 100% of void properties within 10 days. The Association's actual performance against targets are reported to the Board as part of the quarterly Performance Report.

4.5 New Build: In the case of new homes, the Association's target is to ensure that dates of handover and dates of entry match. The Association recognises that contractors handover times may vary from those originally envisaged. For practical purposes, the Association will therefore work to an early identification of prospective tenants to ensure, as far as possible, that Stage 2 adaptations are maximised and Stage 3 adaptations minimised.

4.6 The target is to let all new build properties in less than 1 day from handover. The Association's actual performance against targets are reported to the Board as part of the quarterly Performance Report.

4.7 For accommodation which the Association manages on behalf of another organisation, the same standards will be expected and will be monitored through regular meetings with the relevant organisation.

5.0 PROACTIVE ACTION

5.1 In addition to preventative action which can minimise the likelihood of voids arising, the following proactive action will be taken as appropriate:

- Where a tenant gives 28 days notice, properties will be allocated in accordance with the Highland Housing Register's Allocations Policy with pre- inspections planned accordingly.

- Prospective tenants will always be offered the opportunity to view a property in advance of accepting the proposed allocation, if access can be arranged.
 - If a void occurs during winter months, arrangements will be made to ensure that properties are protected from the possible effects of low temperatures.
- 5.2 Property Services are responsible for ensuring that keys are returned to the Association in order to expedite the process of re-letting and to ensure that any required repairs are actioned timeously.
- 5.3 Properties will be re-let in accordance with the Association's Lettable Standard. For ease of reference this is included as Appendix 3 within "Property Services Procedures: Change of Tenancy Inspections".

6.0 REDECORATION AND REPAIRS

6.1 In paragraph 5.16 of the Scottish Secure Tenancy Agreement (Version 3) it states that the tenant is responsible for taking reasonable care of the house. This responsibility includes carrying out minor repairs and internal decoration. Tenants are advised of this when they sign their Tenancy Agreement.

6.2 Outgoing tenant

6.2.1. At the pre-inspection, the Property Services Officer will advise the tenant of any anticipated cost of redecoration and/or repairs and hand over a signed copy of the Decoration/Repairs Confirmation Form. A letter will also be sent confirming this.

6.2.2. Tenants will have the option of carrying out redecoration and/or repairs themselves. The exception to this will be cases identified by Housing Services where the tenant is unable, owing to physical health, mental health, frailty, disability or lack of local assistance to carry out the work. In those cases, the Association may instruct their own tradesmen or contractor to carry out the work. Tenants may be asked to provide evidence as to why they are unable to comply with the Terms of the Tenancy Agreement and the Association will consider the evidence in reaching a final decision. This may be applicable for ingoing tenants in the same category.

6.2.3. Where redecoration is required, paint will be emulsion in a neutral colour to walls and ceilings and white gloss or stain and varnish to timbers.

6.2.4. Tenants' redecoration/repairs will be inspected by Property Services Officers prior to the expiry of the tenancy termination notice period. If the work is not carried out to a satisfactory standard (Lettable Standard) (Appendix 1) the Property Services Officer will instruct the Association tradesmen/contractors to complete the outstanding work which may be recharged to the tenant.

6.2.5. As an alternative to the tenants carrying out the redecoration and/or repairs themselves, the tenant will be advised of the option to let the Association tradesmen/contractors complete any identified work on the Decoration/Repair Confirmation Form which will include the cost of the rechargeable repairs.

6.3 Incoming tenant

6.3.1 At the discretion of a Property Services Officer, a Decoration Pack may be provided by the Association for different types and sizes of properties. The size of the Decoration Pack will be determined by a Property Services Officer and may include emulsion in a neutral colour for walls and ceilings, white gloss or stain or varnish for timber, brushes, rollers, tray and dustsheets.

6.3.2 Alternatively, the Association may consider offering a redecoration pack. If a Property Services Officer does consider a pack is appropriate, the amount of pack will be calculated on a room by room basis.

7.0 **SPECIAL CIRCUMSTANCES**

7.1 The majority of tenants terminate their tenancy in a planned way. It is recognised that in exceptional circumstances, properties will be abandoned. A strategy encompassing prevention, regular formal contact and early action helps address this.

7.2 The Association will be mindful of households likely to abandon – those with rent arrears, those facing legal action, first time tenants, vulnerable people, some of whom may be receiving housing support from our Tenant Adviser.

7.3 The Association seeks to identify potential abandonments by a range of measures, including early action on arrears, regular estate inspections, post allocation visits and by corporate working within the Association to ensure that any staff visiting a development are alerted to issues which may require to be followed up.

7.4 In the event of the death of a tenant where there is no succession to the tenancy, the Association will work sensitively with any family/next of kin/social work staff to manage the void period in an effective way. The tenancy legally ends with the death of the tenant and next of kin or relatives are given 10 days to return keys to the Association with no charge made. The Association can assist by confirming arrangements for repayment of any rent due, or due to be refunded to the estate or by recommending, if required, organisations which can assist with house clearance.

8.0 **MONITORING**

8.1 Housing Services will provide Property Services with details of anticipated terminations (i.e. those where notice has been given) immediately and a reminder on a weekly basis until the tenancy ends. Details of void periods, house types and sizes are recorded along with reasons for refusal. Proactive

use of such information enables the Association to identify actual or emerging problems and put alternative strategies in place as appropriate.

- 8.2 Monitoring reports against the targets set out earlier in the policy is provided to the Board as part of the Quarterly Performance Report information.

9.0 **GENERAL DATA PROTECTION REGULATIONS**

- 9.1 The Association will treat your personal data in line with our obligations under the current data protection regulations and our own policies and procedures

- 9.2 Information regarding how your data will be used and the basis for processing your data is provided in the Association's Privacy Policy.

10.0 **REVIEW**

- 10.1 This document will be reviewed by the Board or Sub-Committee set up for that purpose in accordance with the requirements of the Association's Register of Policies and Procedures.
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LETTABLE STANDARD

Location	Type of work/Comments
General	<p>The property will be in sound condition and all necessary statutory checks and tests will be carried out prior to a new tenant moving into the property.</p> <p>As part of the moving in pack a new tenant will receive a copy of the current Energy Performance Certificate (EPC) and where applicable the current Gas Safety Certificate (CP12).</p>
Structure	The property will be structurally sound.
Drainage	Drains will be in good working order.
Roof	Roof, gutters and rain water pipes will be sound, well maintained and free from leaks or blockages.
Loft	Lofts will be insulated and cleared of former tenants belongings.
Electrical installation	<p>The electrical installation will have been tested and have a current safety compliance certificate.</p> <p>The property will have smoke and, where applicable, carbon monoxide detector(s).</p>
Heating Systems	The property will have a fully functioning and tested heating system with all necessary safety and compliance certificates in place.
Plumbing	The plumbing system will be in good working order.
Bathroom/shower room/toilet	<p>All sanitary-ware will be clean and in good condition; taps and showers will be in good working order and plugs will be in place in bath and wash hand basin(s).</p> <p>Cistern flush and overflows are in good working order.</p> <p>Where practicable 2 rows of high tiled splash back or, where shower installed, full height Respatex around wet area.</p> <p>Where provided, floor covering to be in good condition.</p> <p>If the previous tenant had permission to install a shower and it is inspected by a Property Services Officer and found to be of an acceptable standard, it can be left and the Association will take on responsibility for maintenance of the shower. If it is not to the Association's standard, it will be removed and any damage made good.</p>
Kitchen	<p>Kitchen sink will be clean and in good condition; taps will be in good working order and plug will be in place.</p> <p>Where practical minimum 2 rows high tiled splash back.</p> <p>Worktops to be sound and silicone sealed at wall abutments above worktops and sink.</p>

Location	Type of work/Comments
	<p>An electric cooker point will be available.</p> <p>Kitchen to have facility/space for washing machine (including plumbing) and fridge/freezer, where practicable. Exceptions will exist where no provision has been made e.g. some sheltered housing developments.</p> <p>Where provided, floor covering to be in good condition.</p>
Floors/Stairs	<p>Floors and stairs will be safe and free of loose floorboards, treads and risers.</p> <p>Existing floor coverings will be removed except where classed as in good condition and/or incoming tenant has expressed an interest to keep existing floor coverings. Notwithstanding this, existing laminate flooring will be removed from flats.</p>
Windows	<p>Windows will be secure and open safely and easily and restrictors (if applicable) are working properly.</p> <p>An adequate number of security locks and keys are supplied for windows.</p> <p>Window frames, furniture and glazing will be in good condition.</p>
Doors	<p>Two sets of keys, or where applicable, fobs will be provided.</p> <p>Doors, door frames and furniture (including door closers where required) will be in good condition.</p>
Walls & Ceilings	<p>Walls and ceilings will be free from holes or major damage.</p>
Ventilation	<p>Adequate ventilation will be provided to kitchen and bathroom.</p>
Clean & Clear	<p>The property will be clean and cleared of all furniture (unless provided by the Association), lampshades and general rubbish and be free from bad odours.</p>
External	<p>Gardens will be cleared of any rubbish and left in a neat and tidy condition.</p> <p>Boundary fences and walls will be safe and in reasonable condition.</p> <p>Paths and steps will be free from trip hazards.</p> <p>Where feasible, a clothes post or rotary dryer will be provided.</p> <p>Garages will be free from any rubbish.</p>
Decoration	<p>The property will be in reasonable decorative order and be free from evidence of mould.</p>

Location	Type of work/Comments
	<p>However, redecoration will generally be the responsibility of the tenant.</p> <p>Walls that are in need of decoration will be left bare and decoration vouchers/allowances per room agreed with the incoming tenant.</p> <p>In elderly amenity, sheltered, wheelchair accessible, and low demand properties, where the quality of decoration is considered to be below standard i.e. paint coverage uneven, wallpaper ripped, nicotine stained, the room will be redecorated.</p> <p>Details of the decoration allowance packs offered are available from Association staff.</p>
Fixtures & Fittings	<p>Any fixtures/fittings installed by the previous tenant which have potential Health and Safety implications will be removed.</p> <p>Any fixtures/fittings belonging to the Association which have been removed by the previous tenant will be reinstated.</p>

VOID PROPERTIES CONTRACTOR SPECIFICATION

Location	Type of work/Comments
General	<p>Treat damp, wet rot, dry rot and timber decay</p> <p>Treat vermin and any insect infestation.</p> <p>Inform Complaints Officer of suspected asbestos (i.e. artex coverings or AIB Asbestos Insulation Board) and seek advice as to laboratory testing. Remove any hazardous asbestos.</p> <p>NB. Asbestos Register should be checked before the void inspection and updated after inspection (and any new works).</p> <p>Determine availability of current Energy Performance Certificate (EPC) to display and provide to incoming customer. If necessary, arrange a property survey and supply of EPC, if none exist or are older than 10 years.</p>
Structural Works	<p>If structural works are suspected a Structural Engineers report should be requested as soon as possible from a structural engineer.</p>
Drainage Works	<p>Clear blocked drains and gullies.</p> <p>Renew broken or collapsed drains and manholes.</p>
Roof	<p>Carry out visual checks on all roof areas.</p> <p>Roof coverings to be sound and weather proof.</p> <p>Ridge coverings, chimney stacks, flashings etc. to be checked for any minor work that may be required.</p> <p>Gutters and rain water pipes should be sound and free from blockages.</p>
Loft	<p>Ensure loft space has a loose fill or quilt type loft insulation to meet SHQS standard. Where a loft insulation programme is already in place, this work will be programmed in.</p>
Electrical Work	<p>Remove non standard unacceptable electrical appliances installed by the outgoing tenant.</p> <p>Test appliances/system and issue current NICEIC/SELECT safety certificate ensuring compliance with BS 7671:2008 current building regulations and guidance. The inspection should be thorough to include central heating, storage heaters, smoke alarms, showers and cookers where these are provided by the Association.</p> <p>Remove any defective lamp and batten holders and electric sockets and all metallic fronted switches. All electrical components should be free from paint.</p>

Location	Type of work/Comments
	<p>Consider rewire of property if wiring is defective and total cost to renew sockets approaches the cost of rewire.</p> <p>Install MCB (Mains Circuit Breaker) protection consumer unit to comply with to comply with electrical policy if applicable. If electrical meter is not in cupboard, ensure it is safe and protected by an enclosure.</p> <p>Supply at least 1 (small flats), 2 (larger properties) hard wired, linked smoke detectors into property and remove battery appliance (if any).</p> <p>Install a (hard wired) carbon monoxide detector into property where required/applicable (in planned programme).</p> <p>Minimum standard for electrical sockets (if property allows) is to meet SHQS standard.</p> <p>Outside electrical installations should be disconnected and removed if unsafe. Outside lights should be checked and repaired or replaced if damaged.</p> <p>Inspect immersion heaters and check for the installation of single/dual thermostat units incorporating safety cut out switch – where this is not the case, update relevant database and upgrade at next planned programme renewal date.</p>
<p>Heating Systems</p> <p>Solid Fuel Heating and Appliances</p> <p>Electric & Oil Heating and Appliances</p>	<p>At post-term inspection, Property Services Officers to carry out visual inspection of appliances to determine general condition.</p> <p>Visually check fire for signs of incorrect fuel usage, check system to ensure fit for use. Appliance and flue to be swept and checked. Test flue and obtain safety certificate.</p> <p>Where system is beyond economic repair, renew.</p> <p>Oil fired appliances to be safety checked by a qualified engineer and must have a valid oil fired installation safety certificate.</p> <p>Where system is beyond economic repair, renew.</p>
<p>Plumbing</p>	<p>Repair faulty ball valves, taps, stop taps, supply and waste pipes.</p> <p>Check working order and record position of stop tap on Void Inspection Sheet. Inform incoming tenant of position of stop</p>

Location	Type of work/Comments
	<p>tap and update relevant database.</p> <p>Repair or renew any defective taps and ensure that plugs are in place for bath, basin and kitchen.</p> <p>Install water byelaw kit where required to storage tanks.</p> <p>Refer to Health & Safety fact sheet regarding procedure for managing risks associated with Legionnaires Disease (Within Schemes).</p> <p>Complete visual inspection of all water tanks and storage cisterns within loft space and/or cupboards to ensure that they are fully supported across their base.</p>
Bathroom	<p>Toilet seat to be secure and replaced if faulty, stained or damaged.</p> <p>Silicone sealant renewed where required.</p> <p>All bathroom sanitary ware to be clean, all limescale stains to be removed.</p> <p>Where practicable, 2 rows of high tiled splash back or, where shower installed, full height Respatex around wet area.</p> <p>Check existing shower if in situ, remove if not up to standard if left by previous tenant and make good.</p> <p>EHA shower check operation and make sure it is free from defects and operating correctly.</p> <p>Check cistern flush, and ensure overflows are in place and working.</p> <p>Part sanitary replacement if required, if in poor condition, renew</p>
Kitchen	<p>Worktops to be sound and silicone sealed at wall abutments above worktops and sink.</p> <p>If a worktop is damaged and cannot be replaced to match existing worktops, all worktops will be replaced.</p> <p>Where practical minimum 2 rows high tiled splash back.</p> <p>Ensure electric cooker point is available.</p> <p>Ensure kitchen has facility/space for washing machine and fridge/freezer, where practicable and record where not possible.</p>

Location	Type of work/Comments
	Check floor coverings for any damage and replace if required with anti-slip material.
Floors/Stairs	<p>Repair/renew/sanitise damaged floors/stairs. Refix loose floorboards, treads and risers.</p> <p>Ensure handrail is secure and replace if required for safety.</p> <p>Ensure appropriate floor coverings in kitchens and bathrooms (within Sheltered properties). Kitchens only in general needs – repair/renew as required – must be anti-slip.</p> <p>Laminate floor to be inspected and if acceptable, apply disclaimer or remove.</p> <p>Remove all laminate flooring from flats (noise transmission nuisance) where agreed with Housing Association.</p>
Windows	<p>Ensure windows are secure and open safely and easily.</p> <p>Ensure adequate number of security locks and keys are supplied for windows and restrictors (if applicable) are working properly – ground floor.</p> <p>Repair defective window furniture.</p> <p>Renew defective/damaged glazing and check that internal glazing complies with current British Standards.</p> <p>Repair minor defective/damaged window frames.</p>
Doors	<p>Change locks to front and back doors with cylinder locks. Do not remove suited locks to sheltered scheme flats.</p> <p>Ease and adjust doors. Repair/replace defective door furniture, letter boxes and letter plates. Ensure thresholds are fit for purpose.</p> <p>Repair/replace damaged internal doors as required – ensure standard door finish per floor.</p> <p>Replace external door(s) if beyond repair with UPVC/Wood to match existing.</p> <p>Check glass for safety in all doors (as above for windows).</p> <p>Front door painted where required/UPVC doors and glazing cleaned.</p> <p>Fire doors should comply with regulations and return to closed position by door closers.</p>

Location	Type of work/Comments
Walls & Ceilings	<p>Check walls and re-plaster any missing, cracked or hollow areas of wall or ceiling plaster.</p> <p>Polystyrene ceiling tiles to be removed and made good.</p> <p>If artex to ceiling is substantially damaged or in poor condition remove and skim if required.</p> <p>Remove artex to kitchen and bathroom walls (if applicable). Remove from other walls if required. Consider possible asbestos implications.</p>
Ventilation	<p>Ensure adequate ventilation to kitchen and bathroom.</p> <p>Check existing extractor fan(s) are clean and in working order.</p> <p>Repair and clean as required.</p>
Clean & Clear	<p>As a minimum, the property should be clean and cleared of all furniture, lampshades and general rubbish and swept out/washed down as required. Clearance includes loft space. Furniture owned by the Association will be recycled or written off depending on age and condition.</p> <p>Former tenants' belongings will be moved to storage if requested by the Housing Officer. The cost of removal, storage and administration of the process will be rechargeable to the outgoing tenant.</p> <p>Carpets should be removed unless classed as in good condition and/or incoming tenant has expressed an interest to keep them – apply disclaimer.</p> <p>All kitchen and bathroom items – worktops, sanitary ware, tiles, storage units should be clean.</p> <p>Any bad odours should be identified and eradicated before letting.</p> <p>Any sign of blood or bodily fluids must be treated with Precept, iodised or similar approved agent to prevent possible infection.</p> <p>If there is a prevalence of discarded or hidden syringes you may choose to commission a professional “needle sweep” to remove syringe needles if required. Alternatively, ensure usage of Sharps Kit and Sharps PPE.</p>
External	<p>Gardens should be clear of all easily removed debris and trimmed where necessary.</p>

Location	Type of work/Comments
	<p>Clear sheds or garages of internal debris – where structures of this nature are not fit for purpose, remove.</p> <p>Major works associated with DIY that pose a hazard (i.e. Ponds) or are poorly constructed (i.e. paths/patios/unauthorised driveways) to be rectified or removed.</p> <p>Fencing and gates should be in reasonable condition and fit for purpose.</p> <p>Boundary walls to be in a reasonable condition.</p> <p>Paths and steps should be free from trip hazards, manhole covers etc. should be inspected for safety.</p> <p>Hedges and trees should be cut back as required.</p> <p>Ensure provision for a clothes post and or provision for rotary dryer.</p> <p>All exterior paint work should be sound with no outstanding major pre-paint repairs/unpainted timber showing.</p> <p>Remove any animal faeces.</p>
Decoration	<p>Where wall paper is damaged in any room, strip off to plaster ready to receive new decoration.</p> <p>Walls that are in need of decoration should be left bare and decoration vouchers/packs agreed with the incoming tenant. The maximum award will be set (a higher award can be given but this must be discussed and approved in advance by TM). Detail of the decoration allowances offered are set out in the body of the voids policy and will be reviewed annually.</p> <p>Supplying painting packs can also be considered based on the values above.</p> <p>Elderly or disabled tenants will be offered option of decoration by the Association as necessary.</p> <p>Difficult to let properties may require full decoration or a full allowance as an incentive.</p>
Fixtures & Fittings	<p>Any fixtures/fittings installed by the previous tenant which have potential Health and Safety implications will be removed.</p> <p>Any fixtures/fittings belonging to the Association which have been removed by the previous tenant will be reinstated.</p>

SCHEDULE OF REVISIONS		
DATE	REVISION No.	DETAILS
20/05/2015	Appendix 3 “Electric & Oil Heating and Appliances”	“Oil fired appliances to be safety checked by an OFTEC (Oil Firing Technical Association) Registered Engineer and must have a valid oil fired installation safety certificate.” AMENDED TO “Oil fired appliances to be safety checked by a qualified engineer and must have a valid oil fired installation safety certificate.”
04/12/2017	Appendix 3 “General”	“Determine availability of current Energy Performance Certificate (EPC) to display and provide to incoming customer. If necessary, arrange a property survey and supply of EPC.” AMENDED TO “Determine availability of current Energy Performance Certificate (EPC) to display and provide to incoming customer. If necessary, arrange a property survey and supply of EPC, if none exist or are older than 10 years.”
19/01/2018	Appendix 1 “Termination of Tenancy”	DELETED – Previous Appendices 2 and 3 now numbered Appendices 1 and 2. Reference to the amended appendices have been changed in policy text.
19/01/2018	Point 3.2 Point 5.1 2 nd point Point 5.2 Point 6.2.1 Point 6.3.2	DELETED “..if access can be arranged” ADDED Wording slightly AMENDED “A letter will also be sent confirming this” ADDED Wording slightly AMENDED
21.10.2019	1.3	ADDED: Cover page – new SHR Standards of Governance and Financial Management
21.10.2019	1.3	ADDED: NEW Point 9 - GENERAL DATA PROTECTION REGULATIONS