

## Minimum Fit to Let Standard for Void Properties

This is the minimum standard to which all homes should be brought up to before being re-let. It is the standard which makes a property safe and secure for occupation. Technical specifications are included below.

We will carry out any essential routine repairs and/or Health & Safety checks that require completing prior to re-letting. The primary objective of the Void process is to return the property for re-let in the shortest possible time. It is a “repair and safety check” process only.

Area	Void Standard
<b>Site Clearance</b>	<p>The interior and exterior of the property (including loft space), are to be cleared of all former tenant belongings and debris if and where left including furniture, carpets, laminate flooring, non-approved fixtures and fittings, sheds/stores/greenhouses etc., and general garden rubbish. (Please note these items are rechargeable to the departing tenant where left)</p> <p>Carpets and laminate flooring can only be left in the property if they are in a good, clean condition and the Voids Officers have agreed this during the void inspection. Note: The new tenant is to sign a form to accept responsibility for flooring, with a copy to be put in housing file.</p>
<b>Cleaning</b>	<p>Contractors Sparkle Clean is to be carried out (Sparkle cleans Specification at agreed rate....)</p> <ul style="list-style-type: none"> <li>• Dust down and remove all cobwebs</li> <li>• All floors, stairways and steps are to be swept clean and then mopped with disinfectant cleaner to a dry and acceptable finish</li> <li>• Clean down radiators or storage heaters to front and as best to rear where possible</li> <li>• Sinks cleansed, sanitised, dried, and buffed with appropriate cloths</li> <li>• Kitchen units including all work surfaces, cupboards, tiled areas, and drawers cleaned and sanitised inside and out, dried and buffed with appropriate cloths</li> <li>• Dry clean down electrical sockets, light fittings, and switches</li> <li>• Wash down all timber surfaces such as door frames, architraves, side casings, skirting boards etc.</li> <li>• All internal and external doors, frames and side casings are to be cleaned and the immediate area outside the property swept</li> <li>• Clean all internal windows and frames and dry</li> <li>• All storage cupboards are to be swept, mopped, and dried</li> <li>• All bathroom fittings cleaned and sanitised i.e., toilet including back, front and around u-bend etc.</li> <li>• Clean and buff all taps to high standard</li> </ul>

	<ul style="list-style-type: none"> <li>• Bathroom lime scale to be removed where possible (advise where this is not possible)</li> <li>• Bathroom floor must be swept, mopped, and sanitised</li> <li>• Toilet bands and toilet blocks applied in all instances</li> <li>• Air fresheners to be left in the kitchen, toilet and bathroom, lounge, and hall areas</li> <li>• Front and rear porches to be swept with all cobwebs removed</li> <li>• Wash down walls</li> </ul>
<b>Exterior/Cracks</b>	<p>Major structural and dangerous cracks in the external envelope of the building will be identified and notified for technical assessment at specification stage</p> <p>Property is to be left wind and watertight</p>
<b>Garden</b>	<p>Gardens should not be overgrown or untidy and should be clear of rubbish and debris. (Please note these items are rechargeable to the departing tenant)</p> <p>If the garden becomes overgrown whilst void it is the responsibility of the void team to maintain, otherwise this will need to be managed by estates staff.</p>
<b>Roofing and guttering</b>	<p>Roofing and guttering repairs carried out as necessary - this is to be identified from visual inspection and internal signs such as water ingress through ceiling and window reveals</p>
<b>Drainage</b>	<p>Gully's, and Acco drains are to be free from debris and /or blockages and manhole covers are to be repaired as necessary and identified from visual inspection</p>
<b>Ponds</b>	<p>All ponds and water features shall be removed; the resulting hole should be filled in to match the surrounding area. The disturbed area should be left level and free from hazard (Please note that this will be rechargeable to the departing tenant)</p>
<b>Fencing, walls and Gates (where applicable)</b>	<p>All existing boundary fencing, and gates should be assessed to confirm that they are in a reasonable condition, and that the perimeter is secure, free of any health and safety security risks and be both serviceable and upright, around the legal boundary.</p> <p>Any dangerous dividing fencing is to be removed and made safe only. Dividing fencing is the tenant's responsibility to repair/replace in line with new repairs policy</p>
<b>Footpaths and steps</b>	<p>All surfaces to be safe and free of obstructions</p> <p>Any unsafe slabs and cracks are to be assessed and considered for repair</p> <p>Concrete aprons and paths are to be free of any trip or slip hazards that could be deemed a health and safety risk</p>

<b>Outbuildings, sheds and greenhouses</b>	<p>Ensure all outbuildings are safe. All doors and locks must be in working order</p> <p>Unauthorised or unsafe outbuildings are to be removed, with reinstatement of disturbed area to match existing surroundings. E.g., unauthorised garage construction, sheds, coal bunkers etc.</p> <p>(Please note these items are rechargeable to the departing tenant where left)</p>
<b>Security</b>	<p>Lock changes to front door, rear door and any outbuilding and storage cupboards</p> <p>Sitex screens will be installed in areas identified as high risk and as instructed by Thurrock Borough Council</p>
<b>Windows</b>	<p>Full window check to be carried out by contractors which will include general operation of window and mechanisms, along with an assessment of the glazing and ventilation.</p> <p>Up to 2 misted units can be considered for replacement as part of the void works, over and above this would be considered for a batch programme</p> <p>Any broken windows are to be repaired. (Please note these items are rechargeable to the departing tenant where left.) Window frames must be able to open and close, with catches and restrictors operational and intact. Window restrictors are to be fitted on first floor windows and above where not already in place.</p> <p>All properties will have 5no window keys provided upon sign off.</p> <p>All windows are to be cleaned from the inside -</p> <p>any mould or mildew is to be removed and cleaned thoroughly.</p>
<b>Window openings</b>	<p>Curtain rails and wooden/steel poles to be removed.</p> <p>.</p>
<b>External Doors</b>  <b>Internal Doors</b>	<p>All doors are to open and close properly and be fully operational</p> <p>Internal doors are to be repaired and maintained and should be fully operational, where missing new flush ply doors are to be installed (Please note these items are rechargeable to the departing tenant)</p> <p>Fire doors are to be considered in low rise/high rise flats</p>
<b>Cables</b>	<p>All cables on the external of the building are to be fixed and secure.</p> <p>Temporary or non-compliant cabling to the property or external buildings is to be removed in-line with the NIC EIC certification</p>

<b>Light Fittings</b>	Remove all non-standard light fittings and replace with lighting pendant drops or specialist light fittings within bathroom and kitchen.
<b>External lighting</b>	Any external lighting existing is to be in working order  Any faulty or unsafe lighting is to be removed and subsequently replaced if originally provided by Thurrock Borough Council
<b>Door entry intercom</b>	Door entry intercom is to be assessed and passed to relevant service provider should a repair/replacement be required
<b>Ramps and Rails (where applicable)</b>	If external ramps and rails are safe and in good working order and are without rust damage, leave on property.
<b>General Health and Safety</b>	Floorboards are to be repaired or replaced where necessary.  Damp and Mould to be identified at specification stage and survey carried out or remedial works identified and added to specification.  Any slip, trip or fall hazards will be addressed as part of the overall specification throughout.
<b>Walls and Ceilings</b>	All walls and ceilings are to be assessed and free from any hooks, picture frames or other miscellaneous fittings (Please note these items are rechargeable to the departing tenant)  Lighting fittings to be secure and clean.  Minor plasterworks to be carried out only up to 3m <sup>2</sup> per void.  Any plasterwork repairs to walls and ceiling are to be made good where damaged (Please note these items are rechargeable to the departing tenant)
<b>Polystyrene ceiling tiles and covering</b>	Remove all polystyrene ceiling tiles found in the property and make good the ceiling. Ensure the ceiling is smooth and flat and free from remaining tile adhesive.
<b>Flooring - Wet areas</b>	All kitchens, bathrooms and WCs should have some type of flooring covering such as vinyl and must be in good order.  If flooring in these areas is intact and in a good state of repair, only thorough cleaning is required, and is included in sparkle clean.

	Walk in shower floor, if applicable, is to be assessed for condition and ensure falls are adequate for drainage.
<b>Flooring - Other areas</b>	<p>Broken floor tiles will be replaced individually.</p> <p>Where vinyl tiles are damaged around the perimeter of the room, remove loose tiles and damaged tiles, and carry out a latex repair to remove any deviation in the floor level. Where flooring in these areas is ripped, lifting, or is deemed to be a trip hazard, it will need to be removed.</p> <p>Carpet grippers are to be carefully removed by contractor from floors and stairs</p> <p>Damaged asbestos floor tiles are to be removed.</p>
<b>Extractor fans and grills</b>	These are to be left clean and in good working order.
<b>Appliances</b>	Built in appliances such as hobs are to be assessed and either PAT tested or removed as instructed
<b>Gas Installation and Appliances</b>	<p>All Gas to meet certified Standards – at silver standard all gas works are carried out by appointed gas contractor</p> <p>Gas fires to be removed and capped (this will be carried out by appointed gas contractor)</p>
<b>Fireplaces</b>	All fireplaces are to be removed and blocked up with adequate ventilation.
<b>Kitchen and Utility Room Worktops and Units (cupboards and drawers)</b>	<p>Unit repairs to be carried if necessary pre-Capital works programme where possible on a like for like basis or nearest match including individual unit replacement, sink, taps and work surfaces.</p> <p>All worktops are to be secure, clean, and hygienic. They must also be free from chips, deep cuts and burn marks. Worktop trims are to be secured in place and undamaged.</p> <p>All units must be clean inside and out. All surfaces to be safe and free of obstructions.</p> <p>Unit doors and drawers to be in working order. Ensure that drawer runners working efficiently, door hinges are secure and working freely and check that door catches are working. Drawers must be able to fully open without obstruction or defects.</p> <p>Check for missing edges on shelves and ensure brackets are secure. This also applies to walk-in cupboards, wardrobes, and redundant heating cylinder cupboards</p>

	<p>Wall tiling will be a minimum of 300mm and shall include a fully tiled cooker recess providing an easy clean surface</p> <p>All kitchens must be health and safety compliant. Where they do not meet safety standards this must be identified during the specification stage.</p>
<p><b>Water and Plumbing</b></p>	<p>Carry out a full check, using the form to be supplied by contractor and in handover pack, of all plumbing, waste, pipework, and isolation valves, taps, shower mixer, showerheads, toilet cisterns and washing machine taps ensuring the installation is sound, serviceable, watertight, free flowing and without defect.</p> <p>Ensure that the installation is accessible for maintenance purposes and that the main stop cock and all valves etc. operate freely.</p> <p>All isolation valves are to be labelled after checks.</p> <p>Toilet seats to be replaced where necessary. As a rule of thumb if seat is free from damage clean and plastic it can remain.</p> <p>Plug and chain to be supplied to sinks and bath if this item is missing or broken (Please note these items are rechargeable to the departing tenant)</p> <p>Check for any signs of water penetration from above on ceiling, walls or floor.</p> <p>If the void turnaround prediction is more than 20 days in the winter months or extreme cold weather is reported, or otherwise specified by Thurrock Borough Council, water services will need to be turned off at the mains and the heating system drained down to minimise risks of damage to the fabric of the building. These works are to be carried out by an appointed gas contractor.</p>
<p><b>Sinks, Washbasins, Baths and Taps</b></p>	<p>All sinks to be clean and clear of stains. Lime scale to be removed, using domestic cleaner only where possible. (Advise where this is not possible and CVT will decide if a professional descale is required)</p> <p>All sinks and baths are to have both plug and chain intact.</p> <p>All taps are to be in good working order and watertight.</p> <p>Waste and drainage are to be working and odour free.</p> <p>Chips to be repaired where possible</p>

<b>Wall Tiles</b>	Remove and replace cracked or broken tiles, repair damaged grouting and ensure that all tiles are mould free and sealed.
<b>Showers over baths</b>	Shower units over baths to be tested. If in good, safe working order, this is to be left in place. If it is defective, remove and make good
<b>WC (including any external WC)</b>	All sanitary sealants are to be clean and intact, free from mould, mildew and stains and fully operational with plugs and chains.  If any sanitary ware item needs to be replaced during the Void period, it should either match the colour of the existing items or be in white.
<b>Roof Space</b>	The roof space will also be inspected to ensure that there are no signs of water penetration and no obvious inherent defects to the roof coverings that could lead to water penetration. Any urgent repairs will be completed whilst the property is void. Further to this, a check will be made to ensure that the fire break is intact  All exposed pipe work and water tanks are to be insulated to manage condensation.
<b>Stairs</b>	These are to be in good condition, free from disrepair and structurally sound. Newel posts, handrails, banisters, and spindles are to be secure and intact. Ranch rail design stairs are to be removed or covered over and spindles with a greater distance of 100mm between them to be boxed over.
<b>Joinery</b>	Missing skirting and architraves are to be replaced where necessary (Please note these items are rechargeable to the departing tenant)  Missing or damaged panelling are to be repaired or replaced where necessary.
<b>Smoke alarms/Heat detectors</b>	All smoke alarms and heat detectors are to be tested as part of the electrical check and replaced where defective or missing  All smoke alarms are to be hard wired, and radio linked  LD1 Systems will be installed in all high-rise properties  If Tunstall red alert system is installed, then the above is not applicable
<b>Electric Storage Heating</b>	Ensure that the heating system is in good operation, and provide specific operating instructions, where possible. Generic instructions must be provided if specific ones are not available.
<b>Statutory Safety Certificates</b>	A copy of the following certificates must be left in the void property and the property file:

	<p>Electrical Installation Condition Report or Electrical Installation Certificate, (all properties)</p> <p>Gas Safety check Record (where applicable)</p> <p>Asbestos sample record or Asbestos Management Certificate (where applicable)</p> <p>Energy Performance Certificate (when necessary)</p>
<b>Asbestos</b>	<p>Asbestos surveys are carried out on void properties where necessary and works required are added to the specification, any changes are added to the asbestos register.</p>
<b>Decoration</b>	<p>Each property will be assessed on an individual basis; however, a general rule of thumb would be to strip loose and defective wallpaper and make good with mist coat <u>only</u>.</p> <p>Sheltered accommodation Properties may be requested to be decorated, when necessary, this instruction should come from Thurrock prior to specification wherever possible.</p> <p>Where evidence of poor housekeeping or offensive graffiti is present, the wall is to be blocked and mist coated. Please note that this is rechargeable to the departing tenant.</p>
<b>Tenant Alterations</b>	<p>These will remain only if safe and acceptable. Any unauthorised alterations that are non-compliant alterations will be removed Please note this is rechargeable to the departing tenant.</p>
<b>Damp &amp; Mould / Energy efficiency</b>	<p>The following works are carried out where necessary to minimise the risk of damp &amp; mould and maintain energy efficiency</p> <ul style="list-style-type: none"> <li>• Extractor fans installed /overhauled</li> <li>• Trickle vents renewed/overhauled</li> <li>• Loft insulation installed</li> <li>• Replacement of misted units where these are completely obscure</li> <li>• Replacement of windows where there is significant damage – these may be added to a Capital programme if required</li> <li>• Thermal boarding for external walls where cold spots or defects identified</li> <li>• Drill-checks for cavity wall insulation</li> <li>• Energy efficient light bulbs installed</li> <li>• Damp and mould leaflet provided in hand over pack</li> </ul>
<b>STANDARD</b>	<p>Will align with the agreed minimum fit to let standard all of the above and can be expected to require the following</p> <ul style="list-style-type: none"> <li>• Replacement of individual elements of bathroom suite</li> <li>• External door replacement</li> <li>• Kitchen unit replacements</li> </ul>



	<ul style="list-style-type: none"> <li>• Internal Plastering</li> <li>• External works, paving guttering drainage, walls, fencing where H &amp; S or security issues are identified</li> </ul>
<b>CAPITAL</b>	<p>Will align with the agreed minimum fit to let standard all of the above of both Bronze and Silver and could include the following:</p> <ul style="list-style-type: none"> <li>• Structural Works</li> <li>• TH refurbishment</li> <li>• Fire Damage</li> <li>• Flood Damage</li> <li>• Vandalism</li> </ul>

All voids will be subject to individual inspection and assessment by the Central Voids Team.