



Report to: Policy & Performance Improvement Committee - 11 September 2023

Director Lead: Suzanne Shead, Director - Housing, Health & Wellbeing

Lead Officers: Julie Davidson, Business Manager- Housing Services
 Caroline Wagstaff, Business Manager – Housing Maintenance & Asset Management

Report Summary	
Report Title	Property Repair and Letting Arrangements for Council Owned Homes
Purpose of Report	To set out the process of repairing and allocation the Council’s rented housing and temporary accommodation, the performance and satisfaction with these services and recommendations for further improvements and investigation.
Recommendation	<p>That the Policy & Performance Improvement Committee endorse the recommendations set out below:</p> <ul style="list-style-type: none"> a) there are discussions in the housing sector about furniture poverty and the value of carpeting homes as part of the landlord’s lettable standard. It is proposed to take this initiative to the Local Influence Networks to explore the benefits and challenges of providing of floor coverings in all new lettings; b) this report recognises there is no simplified version of the Fit to Let standard currently available to applicants and tenants to ensure we do what we say we will. This committee is asked to support a request to involve tenants to design a simplified Fit to Let standard to hold the service to account and promote feedback inc. complaints; c) to support the introduction of a satisfaction measure for quality of temporary accommodation from Qtr. 3 2023-24; d) to support the develop of a policy to pilot the Council assisting tenants with maintaining trees within their gardens using funds available from efficiency savings; and e) these align to the Council’s objective of creating more and better-quality homes through our roles as landlord, developer and planning authority.

1.0 Background

1.1 This report sets out the current arrangements for the repair and allocation of the Council rented and temporary accommodation. It includes performance information and planned improvements for the service.

- 1.2 This service spans three business units within the Directorate and is a service that is very important to our tenants and customers of our temporary accommodation.
- 1.3 The repair of homes when empty is regulated by the Home Standard as set out by the Regulator of Social Housing (RSH). Below are excerpts from the standard that cover empty homes:

Home Standard	
Required outcomes:	
1.2 Repairs and maintenance	
Registered providers shall:	
(a)	provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time
(b)	meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.
And the specific expectations of:	
2.2 Repairs and maintenance	
2.2.1 Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The approach should include: responsive and cyclical repairs, planned and capital work, work on empty properties, and adaptations. “	

These standards are currently out for consultation with new standards expected in 2024.

- 1.4 The Council has a team dedicated to the repair of properties consisting of 9 staff: Repairs Supervisor (Voids) 3x joiner/multi skilled, 1 x plumber, 2 x electricians and 2 x plasterers.

Turnover of homes that have been through the letting process are as follows:

	HRA properties	Temporary Accommodation
2021-22	441	63
2022-23	367	87
2023 – Qtr. 1	97	14

2.0 The Relet Journey – General Needs Accommodation

2.1 Notice Period

The letting journey starts when an existing tenant gives notice.

When notified of notice being submitted, the Leaving Well Officer arranges to visit the outgoing tenant to ensure that everything is in place to ensure they leave their home in good order to avoid recharges and that they have all the information needed on where to hand in their keys and make sure the rent account is clear. This also includes the initial assessment of the property condition, identifying any adaptations in the home and a discussion with the tenant about any damage/repairs the tenant is responsible for.

2.2 **Repairs When Empty**

When the keys are returned, the Repairs Supervisor visits to assess for repairs and recharges (for example, if the property has been left full of rubbish/belongings).

2.3 The Council has a lettings standard that is applied by the empty homes team when a property is empty. The standard is attached at **Appendix 1** and this includes making sure the hedges and gardens are in a reasonable condition. Dependent on the scale of repairs, the property is identified for either minor or major works – major works usually involve extensive works such as replacement kitchens/bathrooms or where the property has been left in a bad condition and requires many different trades to bring back to standard.

2.4 **Advertising the Vacant Home**

Whilst the property is repaired and once we have a date the property will be ready to let, the property is advertised on our website via My Account. Applicants bid for homes and the Housing Choice team apply the Council's allocation policy in order to shortlist and then offer the property to a qualifying applicant. Where properties are adapted, priority is given to applicants who require those adaptations.

2.5 **Property "Ready to Let"**

When repairs are completed, the Repairs Supervisor post inspects **100%** of general needs accommodation to ensure it meets the standard, where it fails the Empty Homes Team are recalled to complete any outstanding works.

2.6 **Viewing and Sign Up**

When the property is ready to view, the Housing Choice team arrange for a viewing on the property with the tenancy officer. This is the opportunity for the team to get to know the applicant, to explain more about the tenancy conditions the applicant will be agreeing to keep to, to explain expectations around maintaining the property, paying the rent on time, being a good tenant and the landlord responsibilities the Council have. Also, this is an opportunity for the tenancy team to:

2.6.1 Establish if the incoming tenants require any tenancy support, referrals for longer term support from other agencies and support from the Council through our Starting Well Fund or additional tenancy support.

2.6.2 How the tenant will maintain their home and garden and signpost if help cannot be provided by family and friends.

2.6.3 Identify any additional works e.g., adaptations that are needed to ensure the home is suitable.

2.7 This is also an opportunity for the applicant to raise any concerns about property condition. If there are any, these will then be completed either urgently or after the tenancy has started (depending on the repair).

2.8 **Post Sign Up**

The Tenancy team undertake a proactive programme of “Getting to Know You Visits” to ensure that tenants are managing well in their tenancy, that their home is in good repair and to complete verification checks (to avoid fraud). The team also conduct estate walkabouts during the summer months that identifies issues with property condition and reactively to complaints of anti-social behaviour, requests by tenants for support, advice or signposting.

2.9 Support with maintaining gardens and trees

The tenancy agreement stipulates that the tenant is responsible for maintaining their home including any garden, hedges, fences or trees. Where a tenant or family member is unable to do this themselves, the Council can signpost to paid and voluntary services in the local area where these are available.

2.10 A pilot initiative is being created to explore providing a budget (funded from efficiency savings of bringing Housing Services back into the Council) to support tenants with overgrown trees in their garden which are a hazard or need attention where tenants cannot afford to fund this work themselves.

2.11 The Council does not offer a gardening service to individual tenants, only where gardens are communal.

2.12 Starting Well Fund

As part of the improvements made with the revised lettings standard, the Council introduced the Starting Well Fund which empowers tenancy officers to support new tenants with practical support to help them settle into their homes – this could be support with carpeting, curtains or white goods up to a maximum of £500. This year so far, the Starting Well Fund has been used to support 139 tenancies out of 287 new lettings - around 48%. There is a budget to support this initiative.

2.13 Gifting of furnishings and furniture

Where items have been left in the property that are in good condition and may be of use to the incoming tenant a gifting form is completed which advises the new tenant that the item/s are their responsibility going forward. Should the tenant decide they don't want the items they are removed.

3.0 Our Performance

3.1 There are a range of performance and satisfaction indicators in place to ensure our allocations service is of high quality:

3.2 Tenant Satisfaction

Monthly, an external company contact tenants who have been through our lettings service to establish satisfaction with the service. This helps the Council monitor satisfaction regularly. Performance is very strong with tenants very satisfied with the letting of their home:

April 91%
 May 93%
 June 92%
 July 87%

3.3 In addition, the Council conducts an annual Survey of Tenants and Residents (STAR). The results for 2022-23 have previously be presented to this Committee and are based on a selection of 10% of tenants who are asked several questions around satisfaction with various housing services. STAR Performance is below:

	2022/23	2021/22	+/- %
The overall condition of your home at the time of letting	64.5%	82.9%	-18.4
NSDC was easy to deal with	83.9%	95.0%	-11.1
The overall lettings process	87.1%	95.1%	-8.0

3.4 The scores above are based on 32 responses and generally lower than those for the transactional surveys where the overall satisfaction score for Lettings in 2022/23 was 94% (which puts us in the 2nd quartile when comparing against our peers on Housemark – top quartile achieving 96.62% satisfaction.

3.5 How we Compare with Other Housing Landlords

On a monthly basis, our performance is benchmarked against peer groups via a benchmarking club. This enables the Council to understand performance against or stock holding local authorities.

Performance Indicator	April	May	June	July
Percentage of dwellings vacant but available to let at the end of the month %	0.65	0.59	0.49	0.45
Average re-let time in days (standard re-lets in month)	42.00	34.00	39.45	30.06

3.6 The cost of repairing our homes for relet:

22/23 - Average cost per minor void £1,578
 23/24 - Average cost per minor void £1,601

Housemark latest annual report (our benchmarking club) give the latest combined average void cost as £2,284.43, NSDC performance is top quartile when compared to our peers.

3.7 The budget and spend for works on empty homes:

Year	Budget	Comments
2021-22	£766,909.00	
2022-23	£1.08m	£200k added to budget to support enhanced letting standard
2023-24	£1.0524	

3.8 Split between minor and major works

	No. major works voids Target 40 days	No. minor works voids Target 15 days
2022-23	119	232
2023-24 Q1	29	65

4.0 Tenant Scrutiny

4.1 In July 2023, nine involved tenants were trained to undertake post inspections on properties and tenant void inspections are due to recommence at the end of August 2023. Results will be shared at the Tenant Engagement Board.

4.2 What if the applicant or tenant is unhappy with letting service received (including quality or process)

Where an applicant or tenant isn't happy with the property standard at letting, they can raise the issue at the viewing or when they sign up for the property, where possible this will be addressed through raising a repair. Should a tenant or applicant wish to, they may also raise a formal complaint at that time or within three months.

4.3 Complaints performance, themes and learning from complaints and service failures is used to improve services and the teams are always looking at good practice and trying to ensure consistency in the quality of homes let. This is challenging given the age and condition of our homes throughout the district as our homes are ageing.

4.4 Complaints data – complaints about letting/stock condition against total complaints received.

Year	Total complaints about property condition
2022-2023	Out of 154 stage 1 complaints there was 1 complaint relating to the standard of a newly let property. This was partially upheld.
2023 - 2024	Qtr 1 – Out of 37 stage 1 complaints there was 1 complaint relating to the standard of temporary accommodation. This was upheld.

5.0 Letting Standard for Temporary Accommodation

- 5.1 It has been identified that arrangements for managing the quality of the Council's temporary accommodation have not been as closely monitored as the Council's housing stock. Repairs are completed by the Housing Repairs team and the units are managed by the Housing Options team and funded by the General Fund.
- 5.2 In June 2023, the Council received a complaint about the condition of a dispersed temporary accommodation property in Newark. The circumstances of the letting have been investigated and several recommendations made to improve the service.
- 5.3 One recommendation being the creation of a lettable standard for temporary accommodation as well as refreshing turnaround times and introducing a satisfaction measure for the quality of accommodation provided from Qtr. 3 2023-24.
- 5.4 The lettable standard is attached at **Appendix 2**.
- 5.5 To avoid issues over cleanliness and condition moving forward, all colleagues involved in the letting of temporary accommodation have been refreshed on the Council's expectations around the quality of accommodation. Post inspection of works is completed on all lettings moving forward.
- 5.6 Members of the committee may also be aware of the progress of replacement temporary accommodation for Seven Hills in Newark that is due for completion and letting by April 2024. Alexander Lodge is a £3.8m capital scheme will provide 20 units of modern, energy efficient and cost-effective accommodation for people who are homeless or at the threat of homelessness. This accommodation will have communal and colleague facilities that are of flexible use to support building skills and to host the Council's severe weather emergency provision.
- 5.7 The demolition of Seven Hills has temporarily reduced the availability of accommodation and the team continue to work hard to support those at risk of homelessness. A strategic review of the Council's temporary accommodation will commence once Alexander Lodge is available for use.

6.0 Proposal/Options Considered

- 6.1 This report is designed to give a broad overview of how Council owned properties are managed. An "Empty Homes Improvement Plan" is currently underway to improve empty homes performance more generally – such as using the notice period to assess/undertake repairs. This plan has been expanded to include temporary accommodation and the recommendations arising from undertaking a lessons' learnt following the complaint in June 2023.
- 6.2 A member workshop led by Housing Services is available to look at allocations in more details, and this will be available for all Members.
- 6.3 There are discussions in the housing sector about furniture poverty and the value of carpeting homes as part of the landlord's lettable standard. It is proposed to take this initiative to the Local Influence Networks to explore the benefits and challenges of providing of floor coverings in all new lettings

- 6.4 This report recognises there is no simplified version of the Fit to Let standard currently available to applicants and tenants to ensure we do what we say we will. This committee is asked to support a request to involved tenants to design a simplified Fit to Let standard to hold the service to account and promote feedback inc. complaints.
- 6.5 To support the introduction of a satisfaction measure for quality of temporary accommodation from Qtr3 2023-34.
- 6.6 Support the develop of a policy to pilot the Council assisting tenants with maintaining trees within their gardens using funds available from efficiency savings.

7.0 Implications

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection, Digital and Cyber Security, Equality and Diversity, Financial, Human Resources, Human Rights, Legal, Safeguarding and Sustainability, and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

7.1 Financial Implications – FIN23-24/2492

This report has no direct financial implications and any recommendations arising from this report will be subject to their own report and implications.

7.2 Equality Implications

The allocation of homes is governed by the Council's allocation policy which has an Equality Impact Assessment as part of its creation and review to ensure that protected characteristics are not disadvantaged through the scheme.

Where a home requires adaptations to support the allocation of a home, this is completed with a qualified Occupational Therapist and trained technicians to ensure the home is accessible and meets the needs of the occupant.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

LETTABLE STANDARD SPECIFICATION – GENERAL NEEDS (Includes property, outbuildings, outside toilets and garages) 01/06/2021		
1. Health & Safety & Utilities		
1.1	Complete (EICR) electrical installation condition report and test including smoke detectors and ensure electricians conform to current. National Standards for electrical safety (18th edition of the 'Wiring Regulations', British Standard 7671). Carry out all Cat 1 and Cat 2 remedial repairs (i.e. those that are urgent & requiring attention).	ELECTRICAL
1.2	All electrical sockets, light fittings and switches should be clean and undamaged. 2 repairs.	
1.3	Inspect Immersion heater thermostat to ensure that it is of the safety cut-out, manual reset type. Thermostat should be replaced if required.	
1.4	Remove all DIY electricians and make good.	
1.5	Replace all non-standard light fittings and replace all existing bulbs with LED bulbs.	
1.6	Immersion heater should be in working order (Where required).	
1.7	Install a minimum of 1 'hard wired' smoke detector per floor where not already present. Install a battery alarm with a ten-year battery life if not possible.	
1.8	Disconnect tenant's gas cooker or fitted gas hob (Gas contractor).	GAS
1.9	Dispose of gas cooker or hob. Adjust kitchen to leave a cooker space if necessary. (Repairs contractor).	
1.10	Complete gas test and ensure all gas installations conform to current 'Gas Safe' regulations. (Gas contractor).	
1.11	Gas radiators should be free from rust (i.e. sanded down and painted for minor areas) and in good operational and decorative order (if not replace).	
1.12	Carbon monoxide detectors should be tested and installed if there is a gas fire or boiler is not room sealed and one is not already in-situ.	
1.13	Inspect Mains cold water tank. If it is of plastic construction, ensure that it has a close fitted lid, is insulated to comply with Bylaw 30 and mounted on a suitable base made of a suitable material and thickness which supports the complete base surface area.	WATER
1.14	Inspect property for evidence of rising or penetrating damp and if found remedy. Treat any mould growth areas with a fungicidal wash.	
1.15	Drainage systems will be free flowing and functional.	
1.16	The plumbing system should be inspected for signs of leakage and all stop cocks should be overhauled or replaced and clearly labelled.	
1.17	At appropriate times the water system will be drained down and refilled for frost protection.	

1.18	Inspect all fire doors and fire prevention mechanisms to ensure in good working order.	OTHER
1.19	Sources of heating should be tested and ready for use once tenants have credit on the meter.	
2. Internal		
2.1	Inspect internal doors for damage, ensure furniture will be correctly fitted and serviceable. If required replace glazing with safety glass. <i>N.B. Curtains, curtain poles and blinds will normally be left for security reasons, but will be removed on request of tenant at the beginning of the tenancy.</i>	DOORS & FLOORS
2.2	Damaged/broken/loose floor tiles with ACMs to be removed by asbestos specialist.	
2.3	Gaps where floor tiles have been removed to be filled with self-levelling latex screed.	
2.4	Carpets left by previous tenant that are in good condition, should be left and gifted to the next tenant (unless infestation has occurred, or at tenants request then all carpets to be removed). Carpets may need to be cleaned if instructed to do so. If not in good condition, to be removed.	
2.5	Inspect all internal floorboards, fixed floor coverings, stair treads, banisters and handrails to ensure they are free of tripping hazards. To replace all damaged or badly stained flooring. Old gripper rods in the property to be removed. Handrails will be installed to all stairwells between the ground and upper floor. <i>N.B. Badly stained flooring is that which stains cannot be removed through cleaning.</i>	
2.6	Any laminate floor fitted in an upper floor flat, regardless of the condition of it, should be removed.	
2. Internal		
2.7	Adaptation handrails from bathroom/WC and the living space (other than stairways) to remain in situ.	WALLS & CEILINGS
2.8	Remove all polystyrene ceiling tiles. And skim coat plaster repair over area of removal. Mist coat emulsion paint to be applied to all newly plastered surfaces.	
2.9	Inspect any bathrooms, kitchens and doors that have been left at the property by the previous tenant and ensure safe and fit for use.	
2.10	Architraves, skirting boards, picture rail and dado rail will be complete, with any holes or gaps filled and sanded down.	
2.11	Carry out plaster repairs to areas where ACMs have been removed – double board separation.	
2.12	All walls and ceilings should be free of excessive cracking or holes. The soundness of the plasterwork will be checked as far as is possible, where required damaged/peeling off wall paper will be stripped for the whole room, and surfaces made good and left ready to receive decoration. Heavily stained doors, architraves or skirting to be sand down and painted with gloss.	
2.13	Lock the loft hatch with an agreed type FB lock so that it is kept out of use.	
2.14	Vents will be unobstructed allowing for the free flow of air.	

2.15	All sinks, basins, WC pan/cistern and baths are to be checked and if damaged or cracked, are to be replaced.	BATHROOMS
2.16	Mastic sealant or sound grouting should be in place at the joint between sanitary units, work top and wall tiles. If the sealant or grout is discoloured or dirty it will be removed and reapplied.	
2.17	Carry out enamel repairs to bath rather than replacement, if possible unless enamel is badly stained.	
2.18	All toilet seats should be replaced with a one that meets British Standards.	
2.19	All bath, sink, wash hand basins should have a plug.	
2.20	Replace Shower head and hose and remove (and replace for wet rooms) existing shower curtain where present. Removal of shower seats unless in over 55's or special needs (including for the elderly) accommodation. Shower seats in over 55's will be replaced if damaged or severe mould or mildew is present.	
2.21	Kitchen fittings and fixtures will be safe and functional.	KITCHENS
2.22	Every kitchen will contain an electric cooker point and a gas cooker point where gas is fitted to the property.	
2.23	Where reasonably practical existing kitchens should be capable of receiving the three basic modern day appliances, a cooker, a washing machine and a fridge (or fridge freezer) where there is suitable space or minor adjustments can take place to any existing layout, even where this may reduce storage capacity.	
2.24	There must be the ability to ventilate by means of window(s) or extractor fans.	
2.25	There should be as a minimum: <ul style="list-style-type: none"> · Stainless steel sink top with single drawer. · Kitchens which are too small to fit a 1000x600mm sink unit can be fitted with a 1000x500mm. · Double base unit with draw-line and complete with rolled worktop. A 1000x300x600 wall unit securely fixed to the wall. 	
2.26	All drawing pins, blue tac, nails, screws, picture hooks and the like from walls should be removed safely and holes to be filled. All carpet tacks and gripper rods should be removed from the floor areas.	FINISHES
2.27	Any graffiti should be removed from walls and ceilings. In severe cases a stain block to be used followed by coat of emulsion.	
2.28	Loose wall coverings (i.e. paper) should be removed if unable to repair.	
2.29	Wall tiles two rows high should be fitted around all baths, splash back areas and kitchen worktops. Where possible to try matching or replace with white tiles for all. Where shower units have been installed, tiles should be fitted to the walls. Cooker spaces should have tiles installed from skirting level.	

3. External Fabric of the Building		
3.1	Roof will be watertight and any noted broken or missing tiles replaced and any missing pointing to eaves or ridge tiles to be filled.	HEALTH & SAFETY
3.2	Gutters and rain water goods will be functional with no signs of leaks.	
3.3	Inspect all external footpaths, ramps, steps and handrails to main door entrances to ensure they are free of tripping hazards and safe.	
3.4	Assessment of condition of all windows and external doors and arrange necessary repairs prior to re-let to ensure ease of operation, security and safety. All cracked/blown or broken glass should be replaced. At least one key for windows in each room, which should be tested for use.	
3.5	Casement opening windows at first floor level and above should be fitted with opening restrictors to reduce risk of falling from a height.	
3.6	Inspect all Outbuildings and attached canopies / garages, to ensure that they are safe and watertight.	
3.7	Inspect roof/loft space to ensure it is clear (tenant items removed) and that existing firebreaks are intact.	
3.8	All window types and materials shall be free from rot or decay offering ease of use for opening/closing and fitted correctly to prevent water ingress. Windows not of this standard to be considered for replacement either during the empty period or later date (programmed schedule).	
4. Cleaning		
3.9	Front fire door locks are to be replaced with the agreed Primary Test euro lock barrel and provide 2 sets of keys. Where suited lock systems are in place, they need to be retained.	SECURITY
3.10	Ensure there are two working keys for front/back doors; and for (if applicable) all side doors, communal door entry, garage, or outside storage sheds linked to property when returned fit to let.	
3.11	Non-fire door front doors are to have a replacement Eurolock for existing multilock systems or a dual latch and mortice lock arrangement for standard timber doors.	
3.12	Test Door entry systems (where installed) for correct operation.	
3.13	Remove any existing burglar alarms systems and/or CCTV equipment.	
3.14	An external meter cabinet key should be provided (where required).	
4.1	All furniture, rubbish, remaining goods, personal effects, loose electrical equipment, clothes, and loose floor coverings will be removed. The property will be cleared of all discarded drugs or sharps and needles. All waste material will be removed from the property and taken on the day of removal to a licensed disposal or storage site as appropriate.	INTERNAL
4.2	If the property shows signs of vermin or insect infestation, then fumigation or other appropriate treatment will take place.	
4.3	All cleaning should be completed using appropriate and safe cleaning equipment and materials.	

4.4	All floors and stairs should be swept and cleaned to high standard and wet mopped where possible. Bathroom and WC floors should be disinfected.	SPAR	
4.5	All scuffs (where possible) and paint splashes should be removed.		
4.6	All doors (internal and external), doorframes, , including architraves and side casings windows, window frames, windowsills, skirting boards, radiators and pipe works should be washed down and wiped cleaned.		
4.7	Cobwebs will be removed from all areas.		
4.8	All storage cupboards to be swept and mopped.		
4.9	Kitchen units, all work surfaces, tiles, cupboards, drawers and sink to be thoroughly cleaned and all cleaning residue to be rinsed away. (All cleaning to be carried out inside and out of unit, cupboard, drawers).		
4.10	All bathroom fittings, i.e. toilet (front and around the U bend), sink, tiles, pipework, shower and bath to be cleaned, particular attention to be given to cleaning of taps to good standard and removal of lime scale where possible. If the toilet or bath are heavily stained and unlikely to be removed by cleaning, then the fitting will be replaced.		
4.11	Electrical sockets, light fittings and switches to be thoroughly cleaned. Light pulls to be replaced where necessary.		
4.12	Radiators to be cleaned at the front and as much as possible behind and under the grill if possible.		
4.13	Final check (includes leaving toilet strip confirming clean and deodorants in bathroom and kitchen).		
4.14	All cleaning to leave no marks, finish streak free and left dry.		
4.15	All rooms to be deodorised with mist spray and a freshener pot left in each room.		
5. Garden & Curtilage			
5.1	All rubbish and litter left in gardens, garage and outbuildings should be removed. Do not leave any garden debris or rubbish in the dustbins.		Garden
5.2	Hedges to garden areas will be trimmed to a manageable height not exceeding 4ft at the front and 6ft at the rear.		
5.4	Trim all grass areas, rake up all cuttings and remove from site.		
5.5	Gardens / yards will be cleared and safe for use with grass / vegetation strimmed and taken away and dog / cat excrement to be cleared.		
5.6	Alterations made to the garden by the outgoing Tenant should be removed i.e. rockeries, ponds etc.		
5.7	Any existing boundary fences, walls, gates etc. will be made safe. N.B. On a cases by case basis, consideration will be given to repair or renew damaged boundary fencing or wall bordering onto a public footpath.		
5.8	Sweep and wash down pathways as necessary.		
5.9	All sheds or greenhouses should be removed, unless in good order and incoming tenant is willing to have them gifted to them. N.B. If asbestos is present the shed will be removed within 5 days of letting the property (subject to tenant's approval).		
5.10	Note the number, condition and type of all trees in the garden.		
5.11	Add a padlock to gates (this will help reduce fly tipping). All outhouse to have a working lock or padlock fitted and keys to be supplied.		

Lettable Standard – Temporary Accommodation

Temporary Accommodation Cleaning and Fit to Let “FTL”

Response “Turnaround” Times

Housing Options/Housing Support officer will advise of Category when vacant:

Category One* – 24-hour turnaround to clear, clean and make FTL the on-call unit;

Category Two – 72-hour turnaround to clear, clean and make FTL for all other voids.

*Category One (by exception) to be applied when hostel is full and upon becoming void *immediate turnaround is required*, this would include the on-call unit.

All properties will be post inspected to ensure fit for letting.

Performance Indicators

Average turnaround time of temporary accommodation – reported monthly to Directorate Management Team meeting and Voids Meeting.

Breakdown of how each empty property is categorised.

** New Satisfaction Indicator to be introduced on satisfaction with quality of temporary accommodation **

	<p>Fit to Let Standard</p> <p>Temporary Accommodation</p> <p>All properties to be inspected to by voids team at point of termination to identify repairs or item replacements required before cleaning.</p> <p>All repairs will be costed using standard schedule of rates and recorded on Capita to enable recharge to Housing Options budget.</p> <p>Works listed in this standard are required for all Temporary Accommodation properties irrespective of response category.</p>	
1.	Repairs	
1.1	Lock change	
1.2	Visual check to ensure no exposed cables or unsafe plug/wiring.	
1.3	<p>Gas and Electric Safety Checks</p> <p>Where there is gas and electric credit on meter, void team will test and leave utilities live. Where there is a debt on the meter, the void team will cap and contractor will attend once new tenant is in situ to complete a turn on and test</p> <p>Electrical Items: Clean and undertake PAT testing</p>	Health & Safety
2.	Cleaning	
2.1	<p>Clear all rooms of any left behind possessions (red dotted items to be removed) including the inside of kitchen cupboards, fridge and electric meter cupboard.</p> <p>Wellow Green - this includes the external sheds/storage near the front doors.</p> <p>Dispersed Temporary Accommodation – this includes external spaces/storage relevant to flat.</p>	Clearance

2.2	Clean work surfaces, inside of drawers, cupboards, skirting boards, and wipe walls in all rooms where marks and stains are showing - where stains on walls are not able to be removed, report back to the empty homes team and judgement will be on a case by case basis.	Kitchen
2.3	Clean all aspects of the bathroom: Including toilet, replacing toilet seat (if necessary), wash hand basin, bath/shower, windowsill, window, floor, walls, tiling and any shelving.	Bathroom
2.4	Wash/Wipe all doors, both sides including front door; Wash/Wipe all windows, frames and sills; Sweep and mop all floors in all room including moving furniture as necessary to access all areas.	General
2.5	All beds to remain (unless marked up for removal). Wash/Wipe with disinfectant all bed frames. Fitting a new mattress topper to each bed every time.	Bedroom