



Dalmuir Park Housing Association
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A Guide to Void Standards

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We are committed to equality and diversity, valuing people's differences and aim to provide a service to all of our customers. We are happy to make any of our information available in other formats and languages. If you need this information in Braille, on audio tape, in large print or in a different language, please let us know. We will also be happy to arrange a sign or language interpreter on request. If you need any more help or advice, our staff will be happy to help.



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Housing Association



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The Association will ensure that all vacant properties are let according to its allocations policy within a timescale which meets standards set by the Management Committee and good practice.

OBJECTIVES

Voids will be managed to ensure that the procedure meets the objectives of the policy, rent loss is minimised and the property is available to a new tenant at an acceptable standard meeting the Association's legal obligations and the terms of the tenancy agreement.

INSPECTIONS

Voids will be inspected at the earliest opportunity. A pre inspection shall be carried out within 7 days of a termination notification to discuss with the outgoing tenant the procedures relating to vacation which must be clearly advised both verbally and in writing. A standard letter will be issued. There must be a written termination of tenancy except where a tenant abandons the property. Abandonments are dealt with through the tenancy agreement.

The pre inspection shall determine if the void can be relet immediately or requires repairs to bring it up to the Association's standard. Any repairs outwith normal wear and tear shall be the responsibility of the tenant and recharged under the Association's Chargeable Repairs Policy.

STANDARDS

The property shall be in a good tenantable condition in order to be relet. The Association shall from time to time vary standards of repair within void properties but a minimum standard is required which is defined by the statement:

"All components of the dwellinghouse shall be serviceable, in good working order and free from serious defect."

Repairs will be ordered by the Housing Officer in consultation with the Maintenance Officer to bring any component to the quality defined in the standards statement. The Housing and Maintenance staff shall carry out all statutory obligations in respect of void management; in particular the Association shall obtain both a gas and electrical safety certificate.

A void property form incorporating a termination of tenancy form shall be completed for each property. The name and forwarding address of the tenant, a termination statement detailing the termination date and a signature of the tenant shall be required on the void property form.

The details of the pre and post inspections shall be noted in the void property form and any chargeable repairs noted and countersigned by the tenant.

Component	Standard	Action if below standard
PATHS	no tripping hazards	REPAIR
TENANTS ALTERATIONS		
SHOWER AND HAS BEEN CHECKED	electrical check	RETAIN IF IN GOOD CONDITION
LIGHTING	electrical check	REMOVE
FIREPLACE	not specified component	REPORT
HANDRAILS	intact	REPORT
DISABLED ADAPTIONS	intact	REPORT
FIRE ALARM REPRESENTATIVE	intact	REPORT TO HEALTH AND SAFETY
WHITE GOODS	intact determine if DPHA or tenant	REFER TO PROPERTY RECORDS DISPOSE UNLESS NEW

A new tenant will be asked to sign an acceptance form that confirms that the property is to an acceptable standard in terms of repair standard with outstanding or agreed repairs clearly noted. During the New Tenant visit the tenants will be asked about whether they were satisfied with the work and any outstanding issues addressed.

MISCELLANEOUS

Keys

Two sets of keys should be available in order that repairs/viewing can be flexibly arranged. All keys receipts shall be recorded within the key book and keys securely locked within the office. If only one set of keys are received from the tenants the Housing Officer will order new locks to ensure security for the incoming tenant. Record 2 sets of keys given to tenants ensure 2 sets handed back (recharge tenants).

Decoration

Dalmuir Park Housing Association is not responsible for the decorative order of the property. However where the standards are so poor that reletting is difficult and at the discretion of the Housing Services Manager and Maintenance Manager, a minimum redecoration will be made.

Complaints Procedure

Should there be a complaint from the outgoing tenant or the new tenant concerning any aspect of void management, the normal complaints procedure shall be invoked.

Security

While the Association has rarely experienced break-ins and theft of components etc over the years, the Housing Officer shall make an assessment of the possible risks and decide whether a property shall be secured. The decision will be based on the possibility of break-ins balanced with both the costs of security and the effect on the estate of unsightly and expensive security measures.

Where there have been attempted break-ins or broken windows the Housing Officer must consider boarding up of windows, uses of Sitex or others products for the doors and windows.

VOID STANDARDS

Component	Standard	Action if below standard
FRONT ENTRANCE DOOR	Locks glass intact handles serviceable opens and closes easily letterbox intact	CHANGE in all instances REPLACE REPLACE REPLACE REPLACE
ELECTRICS	meter in place	UTILITY
RCD	electrical safety check	ELECTRICIAN
GAS	gas safety check obtain certificate	GAS SERVICE ENGINEER
CENTRAL HEATING	no missing components	
GAS FIRE	no paint on fire	REPLACE
WINDOWS	glass intact handles intact safety catches intact	REPLACE REPLACE REPLACE
PASS DOORS	intact handles intact	FILL/REPLACE REPLACE
KITCHEN UNITS	sink intact taps intact no leaks worktop without obvious burns, cracks, breaks or water blown doors intact	REPLACE REPLACE REPAIR REPLACE REPLACE
FLOORBOARDS	no serious squeaks no boards missing no blown chipboard no nails protruding no unhealthy smells no foam carpet residue no foul stains	REPAIR REPAIR REPAIR REPAIR CLEAN CLEAN CLEAN
SANITARY WARE	clean bathroom suite no chips taps intact seat intact cistern flushes plugs intact extractor fan intact	CLEAN REPAIR/REPLACE REPLACE REPLACE REPAIR REPLACE REPLACE
SMOKE DETECTOR	intact	REPLACE
DECORATION	medium standard each room	DECORATE/CLEAN INDIVIDUAL ROOMS
FURNITURE	flat clear	REMOVE/DISPOSE STORE IF ABANDONED

Component	Standard	Action if below standard
PLASTERWORK	by nature of each scheme - variable	REPAIRS TO SPALLING AREAS. FILL HOLES. INVESTIGATE CEILING CRACKS
SHOWER	intact	ELECTRICAL CHECK
WASHING MACHINE CONNECTIONS	intact	CAP
ROOF	tiled no leaks	REPAIR
GUTTERS	intact no debris visible	REPAIR CLEAR OUT
STONEMWORK	intact - variable	REPORT
EXTERNAL LIGHTING	intact	REPLACE
CLOSE		
CLOSE DOOR	intact	REPAIR
CLOSE GLASS	intact	REPAIR
DOOR HANDLES	intact	REPAIR
DOOR ENTRY	sounds and opens	REPAIR
DECORATIONS	medium graffiti	REPORT AND REFER TO CYCLICAL MAINTENANCE REMOVE
TILES	intact	REPLACE
CLOSE ENTRANCE	tiles intact	REPLACE
CLOSE LIGHTING	intact	REPAIR
GARDEN		
FRONT GARDEN	cultivated or cut	ORDER ONCE OVER
FENCE	intact	REPAIR
REAR GARDEN	maintenance contract no overgrown trees no bare patches	REPORT REPORT REPAIR
REAR FENCING	intact	REPAIR
BIN AREAS	intact clean	REPAIR CLEAN