

AGENDA ITEM:	3b
TO:	Maintenance and Development Sub-Committee
PREPARED BY:	Paul Cowan – Maintenance Manager
SUBJECT:	Repairs & Maintenance Policy
DATE OF MEETING:	21 May 2024
APPROVED BY:	Paul Martin (CEO)

REPAIRS & MAINTENANCE POLICY

PC/MAY.2024/REF:



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1. Introduction

Milnbank Housing Association (MHA) is a Community Controlled Housing Association operating in the East End of Glasgow. It is a non-profit making organisation, established in 1975 with the primary remit of improving the housing provision within its area of operation.

The policy covers the areas of Reactive Repairs, Voids Works and Cyclical Maintenance, defining MHA's aims and setting out the general principles and objectives in relation to these repairs and maintenance services.

The purpose of the policy is to provide guidance for all staff involved in the maintenance function to ensure that services are provided effectively, delivering good customer service and demonstrating value for money.

1.1 Aims & Objectives

The Association has stated our strategic objective to provide housing and property services that our customers regard as being of a high standard, affordable and good value for money (Business Plan 2023). The effective maintenance of our housing stock and the external environment in our neighbourhoods is essential to the achievement of this objective.

This policy will ensure that MHA provides safe and healthy homes for our tenants and their households and protects the wider neighbourhood for all Milnbank residents.

The main objectives of the policy are to ensure that MHA

- Meets our legal and regulatory responsibilities in property maintenance
- Delivers a customer focused repairs and maintenance service, by communicating effectively with customers
- Manages our resources effectively and ensures Value for Money
- Achieves excellent service standards and continuous improvement, through measuring performance using set Key Performance Indicators (KPIs).

1.2 Legal and Regulatory Requirements

In undertaking its repairs and maintenance responsibilities, MHA will meet its duties imposed by Common Law, Statute and contractual obligations set out in the following:

- The Scottish Secure Tenancy Agreement

- Housing (Scotland) Act 1987; 2001; 2006 and 2010
- The Scottish Social Housing Charter 2012
- The Scottish Housing Quality Standard (SHQS)
- Gas Safety (Installation & Use) Regulations 1998

This policy is designed to meet all the requirements of current legislation, including relevant Health and Safety regulations and best practice.

1.3 Customer Focused Repairs and Maintenance

MHA aims to ensure our customers receive an efficient and responsive service and have input into developing this service. The association will monitor the level of tenant satisfaction with the repairs service and will investigate individual complaints regarding unsatisfactory repair work.

MHA is committed to seeking out and listening to the views of tenants regarding the repairs and maintenance service. In particular, tenant views will be sought on policy changes, the repairs service, standards and specification, and cyclical programmes. An independent and comprehensive tenant satisfaction survey will be carried out every 3 years. This will include seeking tenant feedback regarding the repairs service and standards and quality of their homes.

MHA will provide customers with clear and easily understood information about the service in accessible locations such as our website. This will include:

- Repair obligations of both the Association and our tenants
- The target response times for all repairs
- Information on performance against targets
- Information about improvements and alterations that may be made to the property
- Detailed information on the repairs service will be contained in the Tenants' Handbook and will be explained to tenants at the commencement of their tenancy.

All contractors carrying out work on behalf of MHA will be expected to have customer care practices which fully complement the Association's own.

1.4 Managing Resources and Value for Money

MHA will ensure that the procurement of all service and works contracts of a significant nature required to fulfil this policy is undertaken in compliance with our Procurement Policy. The association will estimate the amount and value of repairs and maintenance works required on an annual basis and will ensure it has sufficient capacity amongst the procured contractors to meet the service needs. Maintenance contractors will be required to have sound customer care, dignity at work, and health and safety policies in place before being invited to tender. For reactive repairs and servicing contracts, where contractor capacity, reliability, and consistent performance are crucial to successful contract delivery, and the risks involved in contractor replacement are large, the emphasis in procurement will be on quality as well as price.

1.5 Service Standards and Continuous Improvement

MHA sets clear service standards in our contracts and monitors the quality of services provided on our behalf by our contractors by post-inspecting completed jobs and evaluating customer satisfaction and complaints information.

We hold regular meetings with our contractors to discuss performance issues and, where applicable, improvement plans are set up. If a contractor persistently fails to deliver on KPIs, we will invoke the contract conditions to either ensure performance improves or end the contract.

2. Reactive Repairs

Reactive repairs are defined as those repairs which are carried out as the need arises and which cannot be deferred for inclusion in planned maintenance programmes. Reactive repairs are most often requested by customers and MHA has in place an effective repair reporting process, offering a range of reporting methods including in-person, telephone, online via our website, and email. Emergency repairs can also be reported out of office hours by telephone, direct to the appointed contractor.

Our reactive repairs service is carried out by both external contractors selected from our Framework, and a small in-house reactive team (covering three trades).

2.1 Repair Categories and Priority Response Times

Requests are prioritised dependent on the urgency of the repair to make best use of resources. MHA use the following repair categories and target timescales for completion of the repair:

Category of Repair	Definition of Repair	Target Timescale
Emergency repairs (including gas emergencies)	Repairs where there is a hazard to life, a serious danger to health & safety or the potential for more extensive damage to property.	Attend and make safe within four hours. (Follow-on repairs may be issued with an appropriate timescale to reflect the nature of the works inc. weather dependent items or availability of parts.)
Non-Emergency Repairs: Urgent Repairs	Repairs where there is inconvenience to the tenant, there is some safety concern and/or some risk of rapid deterioration if not attended to.	Attend and complete within two working days.
Routine Repairs	Repairs where there is only minor inconvenience to a tenant and low risk to the building and the occupant.	Attend and complete within five working days.
Non Urgent Repairs	Repairs not included in the emergency/urgent/routine categories and which cannot be deferred until a future cyclical or planned maintenance programme.	Attend and complete within fifteen working days.

2.2 Repair Category Examples

The table below provides examples for each of the repair categories but is not intended to be either comprehensive or exhaustive.

Emergency Repairs	Urgent Repairs	Routine Repairs
<ul style="list-style-type: none"> - Water ingress/burst pipes - No heating - No water supply - Blocked flue to boiler - Unsafe power socket or electrical fitting - Choked toilet (1 in the 	<ul style="list-style-type: none"> - Partial loss of water supply - Failure of mechanical extract (internal kitchen or bathroom) - Blocked sink, bath or basin - Choked toilet (2 toilets 	<ul style="list-style-type: none"> - Adjust doors, replace or refit handles - Repair windows - Repair kitchen cabinets, worktops etc. - Repair flooring, skirting or internal timbers

house) - No lighting or power - Unsecured external door - Broken windows - Blocked or leaking foul drainage	in house) - No hot water - Loose or detached bannister or handrail - Partial electrical failure	- Repair or replace radiators - Repair or replace sinks, sanitaryware or taps
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Non-Urgent Repairs are likely to be minor cosmetic items, common or external works, or repair of decorative finishes, plasterwork and the like.

2.3 Repairs Appointments and Access

For all repairs categories, MHA aims to confirm the timescale for the repair when the tenant reports it and to check the availability for access if required. Where this is not possible, we will provide the details of the appointment as soon as confirmation has been received from our contractor. We will provide the contractor with the tenant's contact details to allow them to update the tenant or agree an amended appointment if appropriate. Where tenants seek an appointment outwith the target timescale of the repair category then that repair will be given the priority code relevant to the appointment that has been made, e.g. if an appointment for what would be an emergency repair is agreed for the next day then this will be coded as an urgent repair, not an emergency.

2.4 Right First Time

MHA aims to complete a high proportion of reactive repairs Right First Time to minimise the inconvenience to customers and manage our repairs expenditure. To meet the definition of 'Completed Right First Time', a reactive repair must be completed within the appropriate target timescale, and without the need to undertake return visits because the repair was inaccurately diagnosed and/or the contractor did not resolve the reported problem.

Due to the nature of some repairs, one or more visits may be necessary to complete the works. If the works are delivered as planned and discussed with the tenant, the repair is considered completed right first time. We will monitor RFT performance for all non-emergency repairs completed during the reporting year with the following exceptions:

- Reactive repairs where the work is not undertaken because it

- will form part of a cyclical or planned maintenance programme.
- Complex repairs, where investigation work needs to be done or bespoke materials procured e.g. reports of dampness, structural faults or breakdowns affecting specialist equipment.
 - Repairs to voids.
 - Repair jobs where the tenant has failed to provide access.

2.5 Landlords Responsibilities

Both the landlord and the tenant have responsibility for repairs and maintenance of the home. In carrying out its obligations as a registered social landlord, MHA will:

- Meet all legal requirements defined in the Housing (Scotland) Act and all other relevant statutes.
- Achieve the standards and outcomes set out in the Scottish Social Housing Charter.
- Maintain and repair its housing stock to the standards approved by MHA's Committee in respect of those areas listed as landlord's responsibilities in the tenancy agreement.
- Maintain adequate insurance cover for all housing stock, offices, commercial premises, ancillary buildings and open spaces. The association is not responsible for arranging tenants' home contents insurance cover.
- Ensure that the association complies with all aspects of the Gas Safety (Installation and Use) Regulations 1998.
- Ensure that the association has a viable long-term plan that programmes all of the works required to bring all of the association's stock up to the criteria laid down in the SHQS.
- Ensure that the association complies with all aspects of the current I.E.E. Regulations.
- Ensure the association complies with all aspects of the Control of Asbestos Regulations.

2.6 Tenant Responsibilities and Rechargeable Repairs

MHA will provide information within the Tenant Handbook on those areas where the tenant has responsibility for maintenance. The Association will also ensure that:

- Tenants are made aware of their responsibility to report all repairs promptly.
- Tenants are made aware of their responsibility to respect their property and make good repairs to the areas listed as tenant's

responsibilities in their Tenancy Agreement and in the Tenant's Handbook.

- Tenants are aware of the details of their Tenancy Agreement relating to the provision of access. That access must be provided within twenty-four hours following a formal request made by the Association.

Appendix 1 gives a summary of the most common types of repairs/issues indicating where MHA or the tenant is responsible; however, this list is not exhaustive.

If MHA requires to carry out repairs which are the responsibility of the tenant, the cost of the repairs will be re-charged to the tenant. Rechargeable repairs include repairs to properties at the end of the tenancy i.e. when void, as a result of neglect or willful damage. For rechargeable work, the tenant will be asked to complete a recharge mandate form and to pay the full cost of this repair with payment options explained. We will re-charge customers for repairs resulting from:

- Vandalism or willful damage
- Replacement locks due to lost or stolen keys
- Forcing access unless crime reference number provided
- Damage caused by negligence
- Clearing tenant possessions at void period

2.7 Other Agencies Responsibilities

Where faults occur that are outwith the responsibility of MHA including failure of gas, electricity or water suppliers or defects affecting public roads or footpaths, remedial works are the responsibility of the utility company or the local authority. MHA will endeavour to assist by facilitating access to our property, communicating with our customers etc. to allow the required works to be completed, safely and efficiently.

2.8 Pre-Inspections and Post Inspections for Quality Control

In order to properly ensure that value for money is being achieved across all aspects of the Repairs and Maintenance service, pre-inspection and post-inspection and customer feedback processes will be conducted. Pre and Post Inspections allow the Association to have direct dialogue with our customers and contractors to

understand repair requirements and enforce quality standards. We will pre-inspect a minimum of 10% of all repairs passed with the exception of Emergency repairs. The need for a pre-inspection should be balanced against the timescales for completing the repair and should not cause an unreasonable delay to instructing works. Repairs selected for pre-inspection are likely to include the following:

- The repair issue cannot be easily identified
- The repair appears to be a re-call to a previous repair
- Report of dampness and mould
- Potential high-cost repair
- Potential tenant damage and possible re-chargeable repair
- Potential insurance works.

Across all repair categories, we will carry out a minimum of 10% post inspections, with a focus on high cost and/or complex repair works. Repairs selected for post-inspection are likely to include the following:

- Where a complaint has been raised about quality of Workmanship
- Where the contractor's performance is suspected to be poor
- Where the repair cost exceeds the original estimate or agreed rate
- Insurance works
- Common repairs involving other owners.

2.9 Common Repairs and Maintenance (Involving Other Owners)

Where repairs or maintenance works are required to common parts that affect owner-occupied property, MHA will work in partnership with our factoring subsidiary MPS to contact affected owners and notify them of any proposed works. We will encourage owners to participate in common works and seek reimbursement of the proportionate share of the costs incurred. In the event of emergency or essential repairs it may be necessary to undertake the repair and seek recovery of the shared cost following completion of such works. Emergency repairs affecting owners will be limited to the minimum required to make safe or restore a supply.

2.10 Right to Repair (RTR)

MHA aims to comply with the regulations in respect of the Right to

Repair Scheme. The Housing (Scotland) Act 2001 gives tenants of social landlords statutory rights to have small urgent repairs carried out by their landlord within a given timescale. The Right to Repair scheme covers certain repairs up to the value of £350, known as 'qualifying' repairs. Tenants may be entitled to compensation under the RTR Scheme if they request a repair and the Association fails to complete the work within the stated timescale.

A copy of MHA's Right To Repair Policy can be found on the Associations website - [Publications - Milnbank Housing Association.](#)

3.0 Void Works

Properties become void when a tenancy is terminated and void works are the outstanding repairs and safety checks that must be undertaken before the property is let to a new tenant. The Association will endeavour to re-let empty properties as quickly as possible to minimise loss of rental income and to maximise the occupancy of our stock. Void repairs are carried out by multi-trade contractors selected from our Framework, and occasionally, small less complex, voids will be tackled by the in-house reactive team. Turnaround times are closely managed, and reported weekly.

3.1 Pre-Termination Visit

MHA will work with the outgoing tenant where notice of tenancy termination is given. A pre-termination visit will be arranged to discuss the Association's requirements with the tenant to ensure that the property is left in a clean and tidy condition, cleared of all possessions and that any outstanding repairs are identified. Where unapproved tenant alterations have been made, these should be made good prior to the termination of the tenancy.

3.2 Lettable Standard

Every void property is subject to inspection and necessary repairs will be undertaken to restore or improve the property to the lettable standard. The standard specifies the minimum required repair work that will be carried out prior to a property being let, and should be achieved within 5 working days of the property being available for repair under the terms of the contract. However, additional time is allocated where there is a requirement to undertake repairs or component replacements beyond those specified in the standard. Void properties are 100% post inspected prior to re-let to ensure the standard has been met. Refer to Appendix 1 for the MHA Void

Lettable Standard.

3.3 Compliance Checks and Component Replacements

The lettable standard includes the completion of a new Electrical Installation Condition Report (EICR) and a Landlord Gas Safety Check where there is gas supplied to the property. In addition, if the Energy Performance Certificate (EPC) is not current, MHA will obtain a new EPC and include this in the tenancy pack for the incoming tenant. Where MHA knows or suspects there is asbestos present within the property, an Asbestos Survey will be undertaken. Where there is evidence of dampness or mould within the property, MHA will undertake treatment works. Voids provide an opportunity to undertake major works without inconveniencing tenants and the Association may take the decision to carry out more extensive works (e.g. asbestos removal, installation of insulation, or component replacements) to void properties where our budget allows.

3.4 Mutual Exchanges

A mutual exchange takes place when two tenants agree to exchange houses with each other. MHA will instruct gas and electrical safety checks to our property prior to a mutual exchange being completed. However, the lettable standard does not apply and no repairs other than those carried out under the terms of the normal landlord responsibilities will be carried out as a consequence of an exchange. Tenants who wish to carry out a mutual exchange will be expected to satisfy themselves that the property they are moving to is in a good state of repair and that no unauthorised alterations have been carried out by the previous tenant.

4.0 Cyclical Maintenance

Cyclical maintenance work is defined as essential programmed servicing and maintenance which requires to be repeated periodically. Such work is preventative or protective in nature, designed to limit the deterioration of components and finishes, to avoid costly repairs, and prolong their lifespan. Cyclical maintenance includes periodic inspections and testing to ensure tenant safety and compliance with legislation. It also incorporates works to preserve the aesthetic of our homes and neighbourhoods such as cleaning, decoration and landscape works.

4.1 MHA Maintenance Cycles

MHA will undertake cyclical maintenance programmes in line with cycles determined by legislation, best practice or in consultation with our customers, as outlined below:

Cyclical maintenance type	Cycle
Gutter cleaning	1 – 3 years depending on location
Common Close Painting	7 years – may be carried out more frequently in more exposed locations
External Timber Painting	5 years
Roof anchor inspections	1 year
Lightning protection inspections	1 year
Gas appliance servicing	1 year (within anniversary) and at every void
Common ventilation systems	1 Year
Common Lighting systems	5 Year EICR
Periodic electrical inspections (fixed wired)	Every 5 years and at every void
Asbestos monitoring inspections	As per asbestos management plan
Legionella control testing & monitoring	As per risk assessments
Lift Inspections & servicing	Bi-monthly servicing, 6 monthly LOLER inspections
Fire equipment (Dry Riser, Fire Detection, Sprinkler systems etc.)	6 monthly – 1 year servicing and inspection depending on equipment type
Close cleaning	Weekly or fortnightly
Landscape Maintenance	As per annual programme

4.2 EVH Landlord Safety Manual

The Association is a member of EVH and has adopted the EVH Landlord Facilities Safety Control Manual to ensure compliance with our Health, Safety and Welfare responsibilities as a landlord. The Manual contains comprehensive policies and procedures on gas safety, electrical safety, asbestos management, fire safety, lift safety, lighting, ventilation, security, waste management, water systems and legionella control. MHA has implemented the required management systems for each area of compliance and procures contractors to deliver the works within the specified cycles to meet our statutory obligations.

4.3 Managing Cyclical Contracts

MHA will define a detailed scope of works for servicing and maintenance contracts and will ensure that selected contractors are able to demonstrate compliance with the competency and registration requirements for all works related to tenant safety. To ensure we meet our legal responsibilities, the Association will work with our contractors to arrange access, where required, to tenants' homes. MHA will offer a number of appointment dates to tenants, but ultimately the Association will force access to properties where the tenant fails to allow access for essential safety works. Formal systems of contractor monitoring and record-keeping will be maintained to ensure that management systems are operated effectively and documentation maintained for audit purposes. MHA will ensure any safety failures, non-conformances, and programme delays are quickly identified and actioned upon.

4.4 Asbestos Management

Due to the age profile of the Association's stock, asbestos is not a significant issue for MHA. However, an Asbestos Management Policy is in place and an Asbestos Register is maintained with relevant survey information, noting any Asbestos Containing Materials (ACMs) found. The Asbestos Register is considered a working document and is integrated within our maintenance database to allow contractors to be informed of ACMs within our stock, when works are instructed so that the risk can be effectively managed. The Association may take the decision to carry out asbestos removal works in common areas when replacing wall/floor materials, and as stated above, to void properties where our budget allows.

4.5 Stock Condition Surveys

Accurate and comprehensive stock condition information is vital to allow MHA to plan investment in tenant's homes and make budget provisions. Stock condition data will be gathered via surveys (internal and external) undertaken in a five-year cycle to ensure that our investment decisions are based on recent and relevant information -MHA will survey 20% of our properties each year to ensure 100% is achieved over the 5-year period. When cyclical maintenance works are completed at a property, the stock condition information for that property will be updated appropriately to assist with planning the future management and maintenance of the property.

5. Other Maintenance Services

5.1 Medical Adaptations

MHA aims to ensure that our properties meet our tenants' housing needs as far as reasonable, and will respond positively to requests for Medical Adaptations where a tenant or a member of their household requires an alteration to their home to assist with a disability. The Association has established a policy which outlines the types of adaptations we will undertake, the referral process and how requests are balanced against the available funding.

A copy of MHA's Adaptations Policy can be found on the Associations website - [Publications - Milnbank Housing Association](#).

5.2 Alteration & Improvements

MHA recognises that tenants may wish to carry out improvements and/or alterations to their homes and has established a policy for assessing and authorising tenant requests. Tenants must formally apply for permission in writing, however permission will not be unreasonably withheld. Advice will also be given on aspects of the work including materials, workmanship and whether building warrants or planning permission may be required. In addition, the Housing (Scotland) Act 2001, gives all tenants the right to receive compensation for alterations/improvements which they have carried out in their home (subject to obtaining permission from MHA) if they are ending their tenancy. The policy explains when compensation may be due and how it is calculated.

A copy of MHA's Alterations & Improvement Policy can be found on

the Associations website - [Publications - Milnbank Housing Association.](#)

6. Scottish Social Housing Charter

MHA will report annually to the Scottish Housing Regulator on all outcomes included in the Scottish Social Housing Charter via the Annual Return on the Charter (ARC), covering all aspects of its operations, including maintenance. This will include information on tenant satisfaction as well as contractor performance.

7. Equalities Commitment

MHA seeks to embrace diversity, promote equal opportunities for all and eliminate any unlawful discrimination in all areas of our work. These are covered under the Equality Act 2010 and more information on this can be found in the following link:

[Equality Act 2010: guidance - GOV.UK \(www.gov.uk\)](#)

8. Policy Review

This policy will be reviewed every three years or as required, where new guidance is issued or legislation enacted.

Appendix 1 – MHA/Tenant Responsibilities

The table below outlines repairs/issues which are either the responsibility of MHA or our tenants:

Description	MHA	Tenant	Comments
Balconies	✓		
Bannisters (Internal)	✓		
Bath Panels	✓		
Bathroom Suites, Sanitary wear	✓		
Bin Shelters	✓		
Brickwork, internal/external	✓		
LD2	✓		
Plasterboard	✓		
External roofing elements	✓		
Common close elements	✓		
TV system	✓	✓	
Decoration		✓	Void allowance
DES	✓		
Internal doors	✓		
External front door	✓		
Driveway		✓	
Electric heating system	✓		
Electrical appliances		✓	
External Drainage	✓		
Fences and gates	✓		
Internal timber architraves	✓		
Floor coverings		✓	
Gas central heating	✓		
Glass external windows	✓		
Keys and fobs		✓	Issued at sign up stage
Kitchen units/worktops	✓		
Passenger lifts	✓		
Paths and steps within common areas	✓		
Electric/Gas meters		✓	
Wheelie bins		✓	

Skylights	✓		
Rotary dryers	✓		
Clothes poles	✓		
Showers	✓		
Shower Rail	✓		
Shower Curtains		✓	
Shower screens		✓	
Stair lighting	✓		
Toilet seats		✓	
Extract fan	✓		
Vermin infestation	✓	✓	Glasgow City Council
Water storage tanks	✓		
Water supply	✓		

Appendix 2 – Void Lettable standard



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MILNBANK HOUSING ASSOCIATION

Lettable Standard

PC/FEB2024

MHA Lettable Standard

Milnbank Housing Association will carry out a full inspection of all void properties to assess the level of repair work required to bring each property up to a satisfactory standard for new tenants to move into.

A pre-void inspection form will be completed by the asset team with all additional works over and above the lettable standard noted and passed to the relevant contractor. These inspections will be uploaded to home master to allow anyone to access the repair information.

All void properties will require differing levels of works to meet the MHA Lettable Standard. The undernoted table provides information on the typical areas of works undertaken within a void property and the Lettable Standard MHA will bring each area of the property up to, if it doesn't already achieve it when handed over by the outgoing tenant.

<u>Lettable Standard</u>	<u>Works</u>
Locks	Locks changed and 2 new full sets of keys made available for the new tenant. This must include all common keys/fobs. Personalised name plates to be removed from front flat doors.
Electrics	Electrics will be checked and deemed safe, a new Electrical Installation Condition Report (EICR) will be carried out and logged against the property. A copy of the Certificate will be issued to the new tenants.
Gas	A full Landlord Gas Safety Check will be carried out to void properties with a gas supply and a copy of the compliance certificate (CP12) issued to the new tenants. Gas cooker supply to be capped off.
Water Supply	Ensure a supply of hot and cold running water in the kitchen and bathroom(s).
Windows	Service all windows in the property ensuring all are in working order, leak free and are safe. All safety catches checked and in working order. Remove any internal/external defective mastic and replace as required making sure all internal windows are clean and tidy.
External Doors	All external doors will be serviced and in working order.
Internal Doors	All internal pass doors and cupboard doors will be intact and operating correctly. The Kitchen door will be fitted with a half hour fire door and all bathroom/toilet doors will be fitted with a mortice locking latch (not a slip bolt). All slip bolts to be removed from internal doors.

Walls/Ceilings	Remove all screws, hooks and fill to suit.
Floorboards	Any loose flooring will be secured throughout property.
Skirtings and Facings	Any loose skirtings/facings will be secured as required. Remove all cables and clips along skirtings.
Kitchen Units	All kitchen units will be serviced ensuring all door, handles and hinges are operational. Kitchen sinks will be secure and in working order with a tap, plug and chain in place.
Bathroom Sanitaryware	Where there is a shower installed these will be in working order and have a shower rail / curtain and appropriate water seal around these areas. Shower head and hoses will be replaced in every property as standard. Baths and wash hand basins will be securely fitted with taps in working order and plug and chains in place.
Ventilation	Remove all grills and filters from ventilation systems and clear all debris from communal ducting.

Upon completion of all repairs and maintenance works the void property will be cleaned. The undernoted table provides the cleaning standard expected.

- All skirting boards to be washed down and cleaned
- Doors and frames to be washed down and cleaned
- Window frames and sills to be washed down and cleaned
- Plug/light sockets and light fittings/switches to be washed & cleaned
- Air vents/extractor fans to have filters removed and cleaned
- All floors to be swept and mopped
- All tiling surfaces/wet wall to be to be washed down
- All kitchen worktops to be cleaned if not replaced
- All kitchen units inside & out to be cleaned
- Kitchen sink & taps to be cleaned
- All sanitary units to be cleaned down (i.e., bath, sink, shower, toilet, taps).
- Window glass to be cleaned inside and outside

The following works are specifically excluded from the "base" rate in the Void Property Pricing table and will be valued using the Rate Only items or Labour, Plant and Materials method:

- Removal of existing furniture and belongings
- Uplift of existing floor coverings.
- Replacement of timber / upvc trims to windows
- Repair or installation of smoke, heat and CO detectors
- Repair works to communal door entry systems
- Replacement of any internal doors or ironmongery

- Plaster or plasterboard repairs
- Asbestos surveys and removal of any ACM's
- Replacement of floorboards
- Replacement skirtings or facings
- Heating repairs or replacement
- Providing of an Energy Performance Certificate
- Replacement of kitchen units, worktops etc.
- Replacement of any existing sanitaryware
- Repairs to mechanical extract vents
- Landscape maintenance
- Decoration works
- Landlord Gas Safety Check (CP12)