



ANDIUM
— HOMES —

Void Property Standard

A minimum standard for
properties returned to
allocations for re-letting

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Returning your home to us

Your property must be in good condition when you return it, so that we can hand it over to the new tenant as soon as possible. If it is necessary for work to be done to the property which we do not consider to be fair wear and tear, you may be charged the cost.

When handing back your property the minimum standard that we will accept is:

A clean property

The property must be cleaned to a good standard, including windows, bathroom fittings and kitchen units inside/outside and tiles. If the property is not cleaned to the appropriate standard you may be charged for the cost of cleaning the property.

Undamaged fixtures and fittings

All of the fixtures and fittings (such as the kitchen units) provided with the property must be in good working order, clean and undamaged condition (fair wear and tear accepted). Any fair wear and tear faults need to be reported in good time so repairs can be carried out before you move. Charges may be made for damage to fixtures and fittings which are not associated with fair wear and tear (holes in doors for example)

A well decorated property

The property must be reasonably decorated in neutral or light pastel colours when it is returned. This means no bold dark colours are acceptable on walls and ceilings. Ideally all gloss work should be white in colour and walls painted with water based emulsion paints in neutral tones. Wallpaper if used must be in perfect condition or if damaged or dirty must be removed prior to the property being handed back. Charges may be levied against the cost of making good decoration.

An empty property

All possessions must be removed from the property including carpets, shelves or other DIY type fixtures, emptying of lofts and sheds. If you have a garden it should be left in a tidy manageable condition, lawns must be cut and any hedges trimmed. We may charge for the cost of removing any item from the property and disposing of it.

Recharges

What is a recharge?

A recharge is a charge for anything that needs to be cleaned, removed, repaired or replaced and does not constitute fair wear and tear. This may be a cost incurred as a result of:

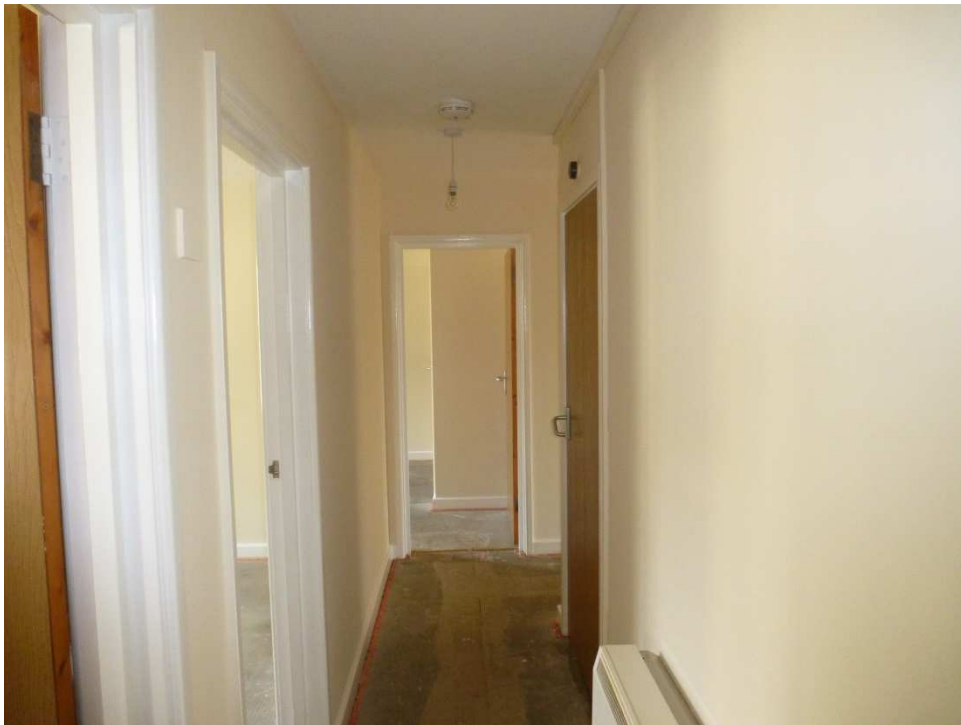
- Removing and disposing of property contents, including carpets
- Cleaning of a vacated property to bring it up to an acceptable standard, including removing nicotine stains
- Redecoration of a property with walls that have not been returned to a neutral, mid-tone colour
- Repairing or replacing missing or damaged items

Andium Homes takes a serious view of any malicious damage and in all such cases will seek to recover the full cost for damage caused plus an administration charge. We will also seek to recoup any loss of rent resulting from any remedial work required as a result.

If you require any further information regarding the recharge policy or the condition in which your property is expected to be left when moving out, please contact our Repairs Team.

General Appearance

All rooms will be clean, free from rubbish, furniture, carpets and debris. The property will be odourless and free from any signs of condensation or damp.



Fixtures & Fittings

All cupboards will have working doors with very minor or no damage. Any shelving or rails will be in good order. Airing cupboards will have slatted shelves installed. Bathroom mirrors will be clean and shaver lights will be in good working order. All electrical fittings will be white plastic & clean. Light fittings will be pendants or suitable low energy fittings in the Kitchens and Bathrooms.



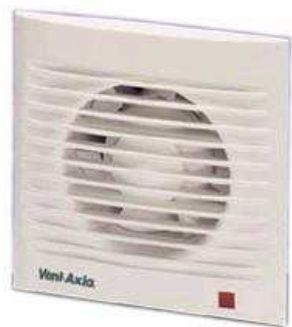
All fittings will be white plastic as above. All DIY fittings will be removed. All mechanical extraction will be checked, serviced and replaced if necessary.



All fittings must be clean white plastic.



2D - IP44 fittings will be installed in all Kitchens and Bathrooms



Extractor fans in Kitchens and Bathrooms (including cooker hoods) will be thoroughly cleaned and filters replaced.

Floors, Carpet & Vinyl

Kitchens & Bathrooms will have vinyl flooring with no tears and in good clean condition. Clean silicone bead to edge detail in suitable colour. Where flooring is replaced the vinyl must be fitted into appliance spaces.

Polyflor will be fitted into Kitchens with more than 5 years serviceable life remaining. All other rooms will be free from carpet and ready for the incoming tenant. Gripper will be left in good condition. Carpet may be retained in exceptional circumstances at the discretion of the Void Officer.





Staircases

Staircases will be clean and safe and secure. This includes ensuring the stair has no gaps in the balustrade or risers exceeding 100mm. The same requirement applies to landing balustrades. All stairs must have at least 1 handrail fitted.

This stair requires the handrail and risers to be closed-off.

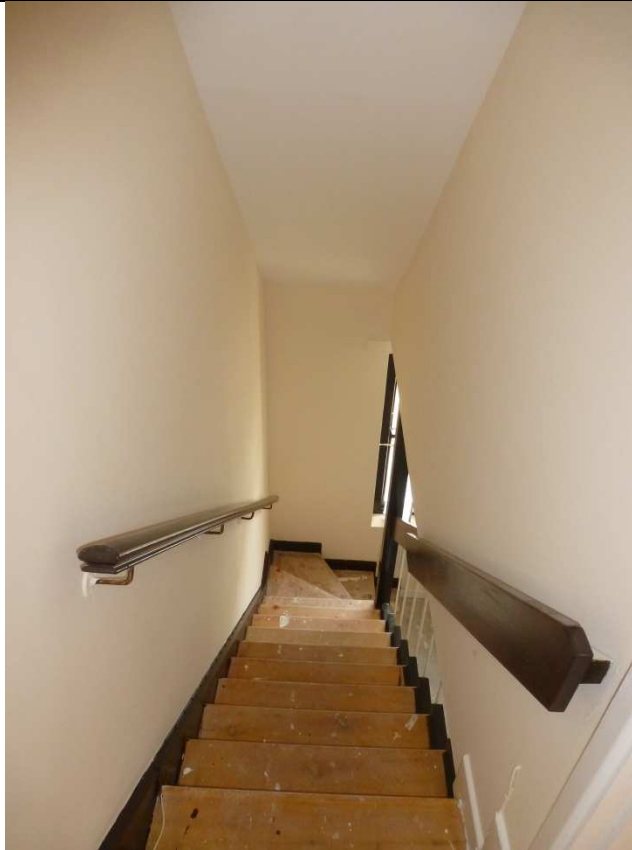


This stair requires additional spindles to reduce the gap to less than 100mm.



Decoration to internal walls

Walls will be clean, scuff free and have a smooth finish. This includes removing and repairing picture hooks, fastenings, holes and all other damage. There will be no wallpaper and walls will be painted in a neutral colour.



Decoration to ceilings

Ceilings will be undamaged, clean and painted white. Acoustic ceiling tiles will be in good order and painted if required. Polystyrene ceiling tiles will be removed and exposed surfaces made good & decorated.



Decoration to woodwork

All woodwork will be clean, smooth and glossed in brilliant white. Woodwork in poor condition will be rubbed down and filled to provide a new finish. Runs or blisters are not acceptable. All varnish will be clean and clear with no paint splatters.



Decoration external

Front and back doors will be redecorated if applicable. Any external buildings in private gardens i.e. sheds or stores will have the doors painted. Stores or sheds forming part of a communal block will be left for the planned estate redecoration.



Shed doors in house gardens will be repaired and painted as required



Front & back doors will be thoroughly cleaned and left in excellent working order. Timber doors are to be redecorated externally if required

Ironmongery & Keys

Internal door locks, handles and hinges will be in good clean working order. Front and back doors will have replacement locks. All mortice locks on back doors, sheds or stores will be replaced with Euro mortice locks where ever possible. 2 sets of keys will be provided.



Euro mortice locks and euro cylinders will be used where ever possible



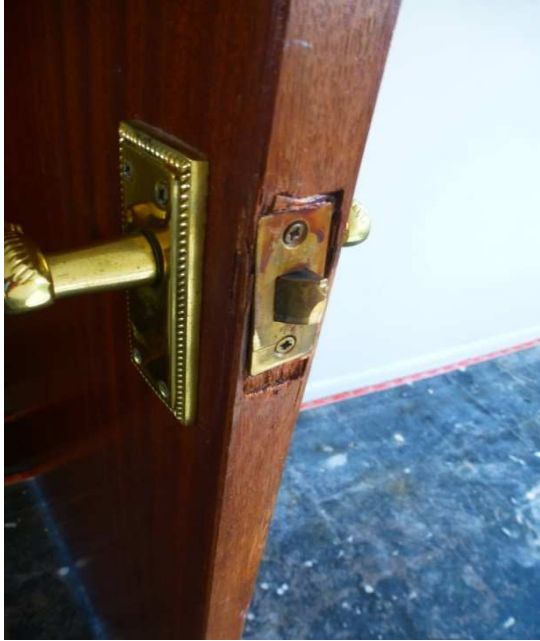
Standard internal door handles



Standard internal door hinges

Doors, Windows & Glazing

Doors will be in excellent working order with locks and handles securely fixed. Painted doors will be decorated to a high standard and solid timber/veneered doors will be varnished with little or no marks & dents. Stops will be fitted to all doors to prevent wall damage.



This is not acceptable



Glazing must be clear. Frames will be clean and free from over-painting. Hinges, handles, locks and window frames will be thoroughly cleaned, serviced and left in good working order. Windows must be wind and water tight. Gaskets will be replaced if necessary. Windows at 1st floor level or above must have restrictors fitted.

Frames must be clean and all ironmongery serviced



This is not acceptable



Clear glazing



Kitchens

Older kitchens must be in good working order with all units and doors clean and free from damage. Kitchens more than 20 years old should be replaced unless they are in exceptionally good condition, where they will be left for the asset programme to pick up. Damaged doors and units must be replaced. Tiles must be uniform and undamaged with clean grout. Worktops that are unsightly or present a health & safety risk will be replaced. Flooring and extraction are as described in Standards 2 & 3 of this document.

A new kitchen



A well looked after older kitchen



Bathrooms

Bathrooms more than 25 years old should be replaced unless they are in exceptionally good condition, where they will be left for the asset programme to pick up. Bath replacements should be avoided if a replacement bathroom is due within the next 5 years. Baths may be polished or repaired as required. All tiling needs to be uniform and undamaged with clean grout.

Flooring and extraction are as described Standards 2 & 3 of this document.

The cost of upgrading a bathroom needs to be balanced against the cost of a complete bathroom replacement.

Nice clean older Bathroom with Aqualisa Aquastream shower fitted



Clean floor and decoration to match



Plumbing

A plumbing check will be carried out for each property. This will ensure all taps and waste fittings are working properly and repairs made where necessary. Taps will be checked and any replacements will be lever type fittings. Stopcocks will be located/installed and clearly identified by a sticker in the Kitchen cupboard. All float valves and overflows will be checked. All pressurised hot water cylinders will be serviced with a certificate supplied. Electric showers will also be checked.



Under sink will be clean & correctly plumbed



Stopcocks will be located or fitted if not found



Check all taps and install lever fittings if replacements are required



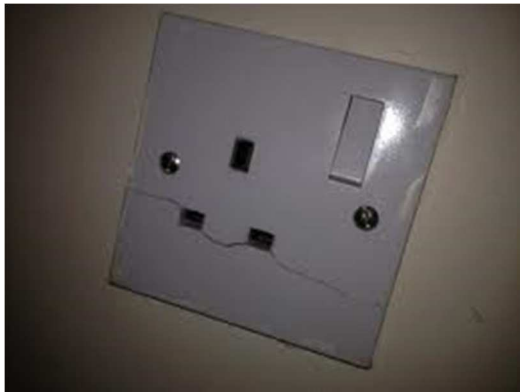
All float valves will be checked

Electrical

All properties will be tested and inspected. All repairs will be undertaken and a certificate provided. All DIY wiring and fittings will be removed. Standard white plastic pendants and switches fitted. Yellowed faceplates will be replaced. All wiring including heating circuits will be tested and Consumer Unit locations identified by sticker in the Kitchen cupboard.



Consumer units will be tested and labelled



All damaged or yellowed faceplates will be replaced



2D, pendant & florescent fittings as standard in all properties

Heating & hot water

Hot water systems will be checked including elements and boost facilities for additional hot water. An information sheet on how to use the heating and hot water will be located in the airing cupboard, for clients to refer to. This will also provide information on tariffs and 'off peak times', together with contacts for more information.



Gas Supplies & Fireplaces

In accordance with the Company's policy to reduce fossil fuel usage, all fireplaces will be removed. They will be correctly blocked-up and adequately ventilated. Any chimneys will be capped where possible. All uncapped gas supplies will be capped-off.



All fireplaces will be blocked up



Gas meters will be isolated and capped-off if not done by outgoing client

Balconies & Gardens

All balconies will be cleared and made safe. Balustrades will be a minimum of 1100mm high with no gaps exceeding 100mm.

Gardens will be in reasonable order with grass cut and any hard surfaces will be cleaned and free from trip hazards. Overgrown or unsuitable trees will be removed. Large bushes or shrubs will be cut back or removed.

Gardens that have been claimed over communal areas will be returned back to original areas before property is re-let.



Balconies will be safe to use with adequate height balustrading



Oversized trees will be removed

Sheds & Outbuildings

Sheds and other ancillary buildings will be watertight with roofs checked and repaired where necessary.

Any associated windows and doors will be safe, in good working order and decorated where required. Shed door handles and locks to be as Standard 9 of this document.

Significant repairs required to outbuildings will be organised as part of the void process but will not hold up the re-letting of the property.



Damaged glass to windows will be replaced

Roofs will be checked and walls cleaned and decorated if required, leaving a satisfactory finish



Shed doors will be repaired and painted as required