

Appendix 1

Lettable Standard comparison table compiled from the 'Empty Homes Technical Lettable Standard'

Number	Void Standard September 2001 (Current)	Proposed Standard
1	<p>General</p> <p>Dwelling to be free from:</p> <ul style="list-style-type: none"> • infestation • rising or penetrating damp • failure or damage to the structure <p>All fixtures fittings wall and base units, worktops, floor coverings, etc must be in good working order and fit for purpose.</p>	<p>General</p> <p>Dwelling should be free from</p> <ul style="list-style-type: none"> • All types of infestation • Rising or penetrating damp • Failure or damage <p>All fixtures fittings wall and base units, worktops, floor coverings must be in good working order and fit for purpose.</p>
2	<p>Electrics</p> <p>Inspection and testing, once completed a certificate should be issued.</p>	<p>Electrics and Energy Performance</p> <p>An electrical inspection to be carried out and an energy performance certificate completed.</p>
3	<p>Gas</p> <p>A CORGI registered contractor to test and undertake any work needed. On completion a certificate should be issued.</p>	<p>Gas inspection</p> <p>Completed, passed and landlords safety certificate issued.</p>

4	<p>Floors</p> <p>Any unlevel and unsafe floor will be made good.</p> <p>Any unsafe areas of floor screed shall be made good using a latex levelling screed.</p> <p>All loose/lifting floor tiles shall be securely re-fixed using appropriate adhesive.</p> <p>There should be impervious flooring in the bathroom, kitchen and WC.</p>	<p>Floors</p> <p>Any unlevel and unsafe floor will be made good.</p> <p>Where new metric boards are used to carry out repairs, then the gap between any adjacent boards shall be no more than 6mm width.</p> <p>Any unsafe areas of floor screed shall be made good using a latex levelling screed.</p> <p>Where solid floors exist, they will be repaired with matching material, this applies to finished surfaces and unfinished surfaces in the dwelling.</p> <p>All loose/lifting floor tiles shall be securely re-fixed using an approved adhesive where they are a suitable and safe material, the tile/s remain in tact (complete) and the flooring surface can be made safe. Where appropriate defective tile locations can be in filled with latex. This does not apply to the Kitchen, bathroom or WC.</p> <p>In exceptional circumstances where a vinyl sheet cannot be fitted a vinyl tile will be considered with the council's approval.</p> <p>All laminate or engineering flooring should be assessed for suitability, to reduce nuisance noise to neighbours; if this type of flooring is in multiple occupancy buildings then it should be removed.</p>
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<p>5</p>	<p>Walls and Ceilings</p> <p>All to be left fit to receive decorating.</p> <p>Damaged areas are to be hacked off and re-plastered.</p> <p>Should the previous tenant have artexed the walls, it should be hacked off and recharged to the previous tenant.</p> <p>Should the ceiling be in a poor condition, consideration should be given to applying an artex finish.</p> <p>Damaged or missing skirting boards to be replaced.</p>	<p>Walls and Ceilings</p> <p>All wall and ceiling finishes are to be left in-situ to receive a decorative finish by the incoming tenant. Where there is wall or ceiling paper of a suitable quality to be painted, will remain in-situ.</p> <p>The Empty homes surveyor will assess the surfaces, identifying areas of blown or spalling plaster. 200mm² or greater then the area will be repaired.</p> <p>Damaged areas are to be hacked off and re-plastered.</p> <p>The painting or decoration is the responsibility of the incoming tenant. Other wall or ceiling coverings will remain in-situ where it is found.</p> <p>Polystyrene coving or tiles will be removed and the surfaces made good.</p> <p>If there is an artexed ceiling or wall which is in need of repair and this repair cannot be done without disturbing the existing artex, then the supplier by default will follow their safety processes. If the report comes back positive for asbestos then the repair should be carried out in the most cost effective way.</p> <p>All missing/defective sections of skirting board and door architrave to be replaced.</p>
<p>6</p>	<p>Kitchens</p> <p>Must be ventilated either by windows or extractor fan.</p>	<p>Kitchens</p> <p>Must be ventilated by means windows or extractor fans.</p>

	<p>Stainless steel sink with a single drawer.</p> <p>Make good any damaged ceramic wall tiles to the splash back.</p> <p>2 double socket power points.</p> <p>CCU and gas cooker point.</p>	<p>All Kitchens are to have a suitably rated door/s fitted.</p> <p>Existing Kitchens</p> <p>There should be as a minimum*;</p> <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. • <p>*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.</p> <p>Ceramic Wall Tiles</p> <p>Damaged or cracked wall tiles will be made good. If no splash backs exist, three rows of 150x150mm white tiles should be fitted.</p> <p>Cooker spaces should be tiled from floor to the high of the splash back.</p> <p>Kitchen Flooring</p> <p>In addition to the floor section, all loose/lifting floor tiles shall be securely re-fixed using an approved adhesive. Where they are a suitable and safe material, the tile/s remain in tact (complete) and the flooring surface can be made safe. Where this can not be achieved in the kitchen then a new vinyl floor will be laid. The standard Colour is either Blue or Grey (these colours give best durability). All joints are to be seam welded.</p>
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		<p>Threshold strips will be supplied and fitted at each door threshold using an appropriate fixing.</p> <p>Appliances The opening dimensions for existing kitchens should accommodate standard 600mm (width) size freestanding appliances. Where it is not possible, the Re-housing Team will be advised.</p> <p>Lighting The lighting to be adequate for the size of the kitchen; either a 1200 Luminaire (with diffuser and end caps) or a 2DR light fitting.</p> <p>Electrical Socket Outlets Kitchen – 2no switched doubles and CCU incorporating a 13A socket and low level cooker spur outlet if not already fitted.</p> <p>New Kitchen or Significant Repairs</p> <ol style="list-style-type: none">1. If the dwelling <u>has not</u> received a decent homes survey, then this should take place. Where it fails the survey, the kitchen should be improved using the decent homes kitchen processes. The kitchen will need to comply with the relevant elements of the B&HCC specification 5.2. Decent Homes Standard.2. If the dwelling <u>has already been surveyed</u> using the decent homes survey previously, then the Kitchen repairs will need to be carried out using the empty homes budget to achieve the same and relevant elements of the B&HCC specification 5.2. Decent Homes Standard.
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		<p>3. If the dwelling <u>has already had a recent decent homes kitchen installation</u> but is in need of significant repair, then the supplier should use the recharge process, where there is wilful damage or neglect.</p>
<p>7</p>	<p>Bathroom and WCs</p> <p>Bathroom and WCs can be separate or combined and ventilated either by window or extractor fan.</p> <p>Tiles and splash back provided to bath and WHB. Min height exceeds 300mm.</p> <p>Bath and WHB should have sound joint to the wall.</p>	<p>Bathrooms & WCs</p> <p>Bathroom and WCs can be separate or combined and ventilated either by window or extractor fan.</p> <p>Should neither exist then an extractor fan is to be fitted, controlled through the light switch.</p> <p>Where there is only one door between the WC and the Kitchen (food preparation area) then a extractor fan shall be supplied with and over-run facility and a small wall mounted wash hand basin shall be supplied, <u>unless there is suitable hand wash facilities nearby</u>.</p> <p>Where there is an external WC <u>as an additional facility</u>, it can be retained if suitable. If it is not it will be removed.</p> <p>Tiles and splash back provided to bath and WHB. Min height exceeds 300mm Any cracked or damaged tiles will be replaced and made good.</p> <p>Any damaged sanitary ware to be repaired where possible.</p> <p>All taps to be serviced where appropriate.</p> <p>A new Plastic WC seat and cover will be provided.</p>

		<p>Level access showers should be in full working order. Where a shower and shower curtain rail exists, then this should be left in-situ for the incoming tenant.</p> <p>Electric and gravity feed showers over the bath should be in full working order if not these units should be removed and the making good of holes. Where there is an electric shower then there must be a RCD type consumer unit in situ.</p> <p>Any suspected DIY electrical shower installation shall be removed where it is deemed to be unsafe.</p> <p>Bath panels need to be in good condition free from cracks and holes.</p> <p>Any existing bathroom cabinet shall be removed and the surface/s made good.</p> <p>All waste water and water supply will be tested and visually inspected externally.</p> <p>All sanitary ware will have suitable furniture, fittings and fixtures.</p> <p>Wet Rooms Existing wet rooms will be serviced and tested. A visual inspection of all adaptations will be carried out, including inspection of the floor. If there is a perceived safety risk with any fitted adaptation, then the supplier is to inform the Re-housing team.</p>
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		<p>New Bathroom or Significant Repairs. Where the existing Bathroom is beyond repair, the bathroom will be assessed on an item by item approach.</p> <p>If there has been a recent installation but needs significant repair, the recharge process should be used.</p>
8	<p>Doors</p> <p>Front door will have a cylinder lock and a 5 lever mortice lock complying to BS 3621.</p> <p>External Front and rear doors to be free of rot or decay, hung correctly to prevent water penetration and easy to open and close.</p> <p>Any glazing to be free of cracks, chips or holes with putties and beading complete.</p> <p>Doors will be hardwood, wedged and glued construction suitable for glazing if required. Side or rear doors to be constructed in the same manner, fitted with a dead lock and barrel bolt.</p> <p>Internal Bathroom, WCs and bedrooms to be</p>	<p>Doors</p> <p>Front door locks will be changed by the estates service team change locks and issue 2 keys. This does not include mortice or dead locks on a wooden style door, or any other locks to any other doors.</p> <p>New IG Doors or existing Materdoors Remedial work identified to IG or Materdoors.</p> <p>Assessment (for replacement/repair) for damaged older style doors should be identified.</p> <p>Where existing glazing is required to be renewed in half or fully glazed doors then it shall be in accordance with the current British Standards and Codes of Practice for glazing.</p> <p>Internal Doors All rooms will have a suitable internal door.</p> <p>Kitchens shall have doors constructed with a solid core offering 30 minutes fire resistance and smoke resistance, tested to current British Standards and codes of practice.</p>

	<p>internal quality doors.</p> <p>Kitchen shall have doors constructed with a solid core offering 30 minutes fire resistance and smoke resistance. Any glazing shall be the same as for the external doors.</p>	<p>Internal door glazing shall be as for external doors and in accordance with current British Codes of Practice for glazing.</p> <p>Larder doors and under-stair doors. These doors will be of a suitable quality and functional design, with appropriate furniture.</p>
9	<p>Windows</p> <p>Shall be free from rot or decay and fitted to prevent water penetration, with ease of opening and closing.</p> <p>To be fitted with opening lights to provide ventilation.</p> <p>Glazing to be free from cracks, holes and chips with putty and beading completed.</p>	<p>Windows</p> <p>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.</p> <p>Windows not of this standard to be considered for replacement either during the empty period or later date (programmed schedule).</p> <p>Windows to be fitted with opening lights to provide ventilation. This includes working trickle vents.</p> <p>Traditional Wooden Casement Style, Crittle or Sash Windows Where the dwelling is in a conservation area, ensure BHCC are compliant with all relevant planning rules for window types.</p> <p>Glazing to windows shall be free of cracks, holes and chips, and putties/beading complete.</p> <p>Obscured glazing to bathroom and WC, where appropriate.</p> <p>Safety catches to be fitted as standard for first floor and above or a means to lock</p>

		<p>the window openers.</p> <p>Window Servicing All windows will be checked and where possible serviced to ensure they function correctly.</p> <p>Window security will be checked. Ground floor windows may have handles changed and first floor or above may have security catches fitted where appropriate.</p> <p>At least two window keys will be left where all windows have the same lock type. Where window locks vary, at least one key will be left for ground floor windows.</p>
10	<p>Joinery</p> <p>Stair treads, risers and strings shall be securely fixed to the framework, with no splits, gaps or holes posing a risk.</p> <p>Treads and risers shall be capable of receiving floor covering</p> <p>Staircase and landing balustrades and banisters must be securely fixed. Any missing balustrades/banisters are to be matched in profile as near to original as possible.</p>	<p>Joinery</p> <p>Stair treads, risers, nosings and strings shall be securely fixed to the framework with no splits, gaps or holes posing a risk. Treads and risers shall be capable of receiving a floor covering.</p> <p>Staircase and landing balustrades and banisters must be securely fixed. Any missing balustrades/banisters are to be matched in profile as near to original as possible.</p>

<p>11</p>	<p>Electrical socket outlets</p> <p>Kitchen 2 no switched doubles and CCU with 13a socket.</p> <p>Lounge 2 no switched doubles.</p> <p>Main or only bedroom 2 no switched doubles.</p> <p>Other bedrooms 1 no switch double.</p> <p>Halls/landings 1 Single.</p> <p>Bathroom/WC none.</p>	<p>Electrical socket outlets</p> <p>1. Where there is no rewire due:</p> <p>Kitchen 2no switched doubles and CCU with 13a socket Lounge 2no switched doubles Bedroom 2no switched doubles Other bedrooms 1 no switched doubles Hall/landings 1 no single Bathroom/WC none</p> <p>2. New or partial rewire due:</p> <p>Bedrooms 3 double sockets Bathroom shaver socket Hall 1 double socket Landing 1 double socket Kitchen as in BHCC specification 5.5.2 Living room 4 double sockets Dining room 2 double sockets</p> <p>3. Switching arrangements for lighting Rooms with one entrance – one way switching Rooms with 2 entrance points – 2 way switching 2-gang switches where appropriate</p> <p>Low energy external lights to be switched from internal positions alongside the front and back door.</p>
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		<p>Standard rose and bayonet fittings will be used with the following variations.</p> <p>Kitchen lighting – 2DR (enclosed round light fitting) or a fluorescent strip lighting will be fitted.</p> <p>External lighting - vandal resistant low energy bulkhead lights will be supplied and fitted to the principal entrance door position switched from inside the property.</p> <p>Bathroom lighting – sealed low energy fitting controlled by a pull switch within the bathroom.</p> <p>Hard wired smoke detectors to be installed depending on the dwelling layout and levels.</p>
12	<p>Heating</p> <p>Source of heating shall be provided in the form of a gas fire, hot water radiator, electrical storage heater.</p>	<p>Heating</p> <p>Source of heating is to be provided; this is to be in the form of gas fire, central heating, hot water radiators or electric storage heater.</p> <p>If central heating is not fitted then it must be upgraded to a modern standard for central heating and domestic water. This will also necessitate removal and making good of any gas fire.</p>
13	<p>Plumbing/Sanitary Ware</p> <p>Direct mains cold water supply to kitchen sink and bathroom WHB.</p> <p>Direct mains cold water supply or indirect supply from a storage tank to the</p>	<p>Plumbing and Sanitary Ware</p> <p>Direct mains cold water supply to kitchen sink.</p> <p>Direct mains cold water supply or indirect supply from cold water storage tank to the bathroom, WHB, bath, shower and WC.</p>

<p>bath/shower/WC.</p> <p>Sanitary to be sound, clean and securely fixed and fitted with plastic seat.</p> <p>All kitchen WHB and bath taps to be in good working order.</p> <p>All cold water pipes not within the occupied area must be lagged to prevent freezing.</p> <p>The WC cistern to be inspected and serviced as appropriate, if beyond repair then the cistern is to be replaced with a suitable alternative.</p> <p>All taps within the dwelling are to be in good working order. If replacement is required, they should be replaced as a pair.</p>	<p>The water mains stop-valve feeding the dwelling will be located, inspected and serviced to ensure it is fully operational.</p> <p>Water supply connection points for domestic appliances (tenants white goods) will have isolation valves; these will be inspected, serviced and operational.</p> <p>Waste water arrangements for washing machines etc will remain in-situ, be inspected and serviced or be provided should the dwelling be deficient in this service.</p> <p>Where any defective taps are changed, then these shall have isolation valves fitted.</p> <p>A means of heating water and supplying hot water to sink, WHB, bath or shower.</p> <p>Sanitary ware to be in sound, clean condition and securely fixed and fitted with a plastic seat with hinged lid.</p> <p>The WC cistern to be inspected and serviced as appropriate, if beyond repair then the cistern is to be replaced with a suitable alternative.</p> <p>All taps within the dwelling are to be in good working order. If replacement is required, they should be replaced as a pair.</p> <p>Bath pillar taps will be retained where possible and there are no showering facilities, these will be serviced or replaced on a like for like basis.</p> <p>Bath mixer taps with a shower hose attachment will be refurbished, where a new</p>
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		<p>replacement mixer is required and the water pressure is sufficient then a thermostatically controlled mixer will be installed. Where there is inadequate water pressure and a mixer tap is deemed unsuitable then consideration for pillar taps maybe an option.</p> <p>Any existing shower curtain pole will be left in-situ where it is serviceable. Where the bath has a shower attachment, the service provider will ensure that there are sufficient wall tiles to cover the arc of the shower rose (e.g. tiled to a suitable height 1200mm from bath shoulder) and a shower rail is either in-situ or is provided. The incoming tenant will be responsible for supplying their own shower curtain.</p> <p>Domestic Water Tap Configuration This applies to all plumbing, the hot tap to left of cold tap.</p> <p>All cold water supplies pipes (or vent pipes for hot water tanks) or tanks not within the occupied space of the premises, must be insulated to prevent freezing.</p> <p>Ensure an appropriate cover is fitted to the CW storage tank.</p>
14	<p>External</p> <p>Dwelling should be water and weather tight and free from visible defects to the roof coverings, chimney stacks, flashing, guttering, downpipes, rendering, tile hanging and facing brickwork.</p>	<p>Clearance</p> <p>All rubbish is to be cleared and disposed of. Including external areas, sheds garages etc.</p>

	Paths, paving and steps shall be safe, damaged areas to be made good.	
15	<p>Decoration</p> <p>Usually the responsibility of incoming tenant. Although decorating vouchers available in certain circumstances.</p>	<p>Internal decoration</p> <p>The internal decoration of the property is the responsibility of the incoming tenant.</p> <p>In exceptional circumstances, partial room decoration (wall or ceiling), rooms or the whole property maybe decorated, where it is appropriate.</p> <p>The dwelling may have wallpaper left on the walls.</p> <p>In some circumstances decorating vouchers may be issued to the incoming tenant. The amount will be determined by the Re-housing Team. To qualify, an assessment shall be made based on the following:</p> <ul style="list-style-type: none"> • The condition of the existing internal decoration prior to repair works. Possibility of recharging the previous tenant should be considered. • The ability and viability of letting the property. • Any special need of the prospective tenant
16	<p>Cleaning</p> <p>Property shall be cleared of all previous tenants effects.</p>	<p>Cleaning</p> <p>A thorough clean, including sanitary ware, kitchen facilities, all floor surfaces, coverings, internal windows and fixtures and fittings.</p>
17	<p>Asbestos</p> <p>Any identified asbestos to be dealt with in</p>	<p>Risk assessment</p> <p>Assessment carried out paying regard to the HHSRS to ensure no 'Category A'</p>

	accordance with the council's policy.	hazards remain.
18	<p>Adaptations</p> <p>These should be advised to housing management and allocations sections. They will decide and advise on the need for removal.</p>	<p>Adaptations</p> <p>These should be advised to the Re-housing Team as part of the pre-termination visit process. Re-Housing Team to advise if the adaptation is to be removed, if there is no notification then the supplier will assume that the adaptation will remain in the dwelling.</p>
19		<p>Decent Homes/ Stock Survey</p> <p>On notification a survey will take place to assess the condition and to take steps to improve the stock to decency, unless a survey has already taken place.</p>
20		<p>Loft inspection</p> <p>The loft space will be surveyed and inspected for overall condition, including but not limited to;</p> <ul style="list-style-type: none"> • Tenant Chattels and items left in the loft space or unauthorised use of the loft, storage, living space, velux type windows etc - recorded as unauthorised alteration etc • Visual inspection for daylight from holes or gaps in roofing construction, water penetration staining on any surfaces e.g. Felt, Rafters, Purlins or Trusses etc • Visual inspection of the chimney breast and party fire wall for ingress of rainwater etc. • Visual inspection below any cold water tank/s or Header tanks for leaks, if they are used. If redundant make a note, communal CW tanks may still be operational. • Visual inspection of the loft hatch condition and operation. Removal of

		any fixed access ladder to the loft space.
21		<p>Utilities and Services</p> <p>Telecommunications Where present the existing telephone connection point/s to be left in situ. The master socket (NTE) <u>must</u> be left on-site regardless of its condition.</p> <p>Any secondary sockets (extension sockets) and cabling may also be left in-situ where the cables are deemed to be safe and secured to the dwelling fabric and not interfere with any empty refurbishment works.</p> <p>Digital TV Points (where applicable) from the communal satellite dish and aerials will remain in-situ.</p> <p>Any Existing Aerial or Satellite Dish can be left on the building only when it is believed to be safe from a ground level visual inspection. Where unsafe, a separate order will be placed to remove the Aerial or Satellite Dish and make good any fixing holes or cable entry points and use the recharge processes where appropriate.</p> <p>Water Meter Where they exist it will be the responsibility of the incoming tenant to contact the local water company and take their own meter reading.</p>

		<p>Door Entry Systems Audio entry system from external point of access, linking to a handset and door release in each flat is to be visually inspected for obvious defects or damage. If defective necessary liaison or hand-off to BHCC to commence any service repair.</p> <p>External Meter Boxes These will be refurbished to ensure security. The tenant is expected to obtain their own key for the external meter boxes. Where there is a locked bespoke meter cupboard without a key, then the supplier will where appropriate use a locksmith type services and leave these meter cupboards unlocked for the tenant to arrange for their own key.</p> <p>CareLink Services These will be retained in the dwelling where they exist e.g. Sheltered Homes. These are expected to be tested by the Sheltered Homes Scheme Manager. Where CareLink equipment is left in a dwelling that is not sheltered accommodation, the Re-housing team will advise to recover the equipment and any necessary storage arrangements.</p>
22		<p>External elevation and areas</p> <p>External inspection The dwelling is to be weather-tight and water-tight with no visible or apparent signs of defective/damaged roof coverings, chimney stacks, flashings, fascias, soffits, gutters, downpipes, renderings, tile hanging, facing brickwork, aerials or satellite dishes, porches, or other building features or fabrics etc, which may impair the safety of the premises, incoming tenants and members of the public.</p>

		<p>A ground level visual inspection is to take place for single story to low rise properties, from all visual aspects and elevations to assess the general condition of the external structure.</p> <p>Where the dwelling is in a medium to high rise the inspection will be more limited, vantage point or a limited external visual inspection from the ground level.</p> <p>A comprehensive survey should be undertaken and relevant works orders raised to remedy any noted defects. Where there are several, the Re-housing team will be advised, as this will impact on the turn around timescales and availability of the dwelling.</p> <p>The main existing paths, paving and steps shall be safe and on a firm bedding. Any damaged areas considered to be a safety risk are to be made good in similar materials and left safe.</p> <p>Existing hand rails shall be in a safe condition.</p> <p>This does not include any patio area, garden area/s where the incoming tenant is responsible for inspecting their grounds.</p> <p>Existing boundary walls, fencing and gates , shall be in a safe condition or will be made safe.</p> <p>External lights, where they exist will be inspected for safety and operation; any necessary remedial actions will be undertaken.</p>
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		<p>replacement, the supplier will consult with the Re-Housing Team.</p> <p>Fence heights must not exceed the building regulation heights for rear gardens or front gardens.</p> <p>The garden or grounds are to be cleared of all bulk waste of chattels left by previous tenant/s.</p> <p>Any ponds or pits are to be filled in and made safe.</p> <p>Any decking will need to be assessed for safety and structure, where it exceeds 300mm above the ground level at the highest point, then consideration for removal and recharge process. The alternative is to landscape the grounds where reasonably practical to achieve 300mm or less.</p> <p>Any trees growing within a close proximity of the building and on the footprint of the dwelling will need to be assessed for safety and possible structural damage to the dwelling, boundary wall/s and adjacent buildings.</p> <p>Any infestations of weeds or plants which are known to be invasive and/or detrimental to the value of the dwelling and BHCC estate are to be dealt with by appropriate processes need may need specialists.</p> <p>Any infestation of rodents will be dealt with whilst the dwelling is empty, the programme of tasks to eradicate the rodents that may need to continue after the dwelling is passed back to BHCC for re-letting. Any infestation will be advised to the Re-housing team.</p>
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Recharges

Rechargeable works will be identified and sought where the outgoing tenant has damaged, neglected, misuse or removed the dwellings fixtures and fittings; such as kitchen units, worktop, sink, taps, powerpoints, power spurs, light switches, sanitary appliances and fittings, walls, ceilings, graffiti, floor boards, stair ways, banisters or balustrades, external and internal doors, internal doors, damage to door frames, window, window frames, window furniture, architrave, skirting, loft alterations or unauthorised use of the loft space, left rubbish, belongings or chattels in the dwelling or in the garden, or allowed the garden to become overgrown or have unsafe fences (not facing public right of way), dangerous shed/s or outbuildings or a pond/s.

If the outgoing tenant has carried out any unauthorised alterations that are unacceptable to BHCC such as; any services e.g. electrical, water supply and waste, structural alterations, blocking up door ways, removing storage cupboards, under stairs storage cupboards, laminate, wooden or engineering flooring, wooden panelling or mock panelling, loft alterations, conservatory.

If the outgoing tenant has lost bespoke meter cupboard keys, interfered or tampered with service meters causing disruption in the utility services.

This list is not totally comprehensive but gives examples.

Evidence will be taken, and photographed to commence the 'recharge', storage or disposal processes with the Client (Recharge Team).

		<p>The same process will apply to where a tenant has either abandoned the dwelling or become deceased (following notification and agreement with NOK) leaving all chattels behind then the supplier will catalogue and take evidence photographs to commence the 'recharge, storage or disposal processes.</p>
24		<p>Sheltered Housing</p> <p>This standard will be equally applied to sheltered homes, BHCC supply cooking facilities and fridges to sheltered dwellings; these are subject to cyclic Portable Appliance Test (PAT) by the Estate Services Team.</p> <p>The empty process will not alter the PAT routine cyclic safety tests. Where the supplied cooking facilities are found to be defective and can not be refurbished then a suitable replacement will be arranged.</p>
25		<p>Site Security</p> <p>Where appropriate the supplier will carry out any necessary site security arrangements; including alarming and netting the dwelling or security screens and doors. The supplier needs to proactively make Empty Homes secure from the receipt of responsibility.</p>
26		<p>Insulation and Energy</p> <p>Assessment made of energy efficiency, identifying current insulation and work required.</p> <p>To ensure each Dwelling has an insulation solution, where appropriate the supplier may follow local referral processes (where they exist).</p> <p>a) Provide 300mm insulation to loft spaces</p>

		<p>b) Provide 25mm insulation to all pipes within loft spaces c) Provide approved insulation jacket or 50mm insulation board to all water storage tanks within loft spaces.</p> <p><u>However, where there is risk for freezing pipes or tanks, then the supplier will make immediate arrangements to insulate the services and eliminate the deficiency.</u></p>
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