

Tenants First Housing Co-operative

Property Management Policy

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1. Objectives

The key objectives of the Co-operative's Property Management Policy and procedures are as follows;

- 1.1. To provide a safe, secure and healthy living environment for Co-operative members;
- 1.2. To deliver a service to each Co-operative member in accordance with the Tenancy Agreement, in a way which is sensitive to the individual member's circumstances;
- 1.3. To provide homes that offer a warm, comfortable and healthy environment and ensure that Members' household running costs are minimised;
- 1.4. To give each Co-operative member the opportunity to have an input into the decision making process;
- 1.5. To meet or exceed the standards defined in the 'Scottish Housing Quality Standard' other legal duties and codes of good practice;
- 1.6. To protect the asset value of the Co-operative's stock through maximising the life of components and minimising the risk of defects occurring;
- 1.7. To enable the Co-operative to anticipate future repairs expenditure and make provision for this in the overall financial planning of the Co-operative;
- 1.8. To make best use of the Co-operative's resources;
- 1.9. To minimise rental losses and other losses associated with tenancy changes.

2. Definitions

"Property" means; the building, garden, garage, common areas, shared areas and any services associated with these (i.e. fencing, water mains etc.) belonging to the Co-operative.

3. General

The Co-operative will maintain its properties to a good standard and ensure that it provides a level of service appropriate to the needs and wants of its Members.

In order to ensure equity of service the Co-operative has defined standards by which the structure and components of properties can be judged as acceptable or not.

These standards are contained in [Appendix 1](#). They will be reviewed annually by the Property Management & Development Sub-Committee in August/September.

4. Shared Responsibility

The management of each property is a shared responsibility between the Member and the Co-operative, although the major liability rests with the Co-operative. The liability of both parties is detailed in Section 5 of the Scottish Secure Tenancy Agreement and within the Members' Handbook.

5. Classification of Repairs

The Co-operative uses the following classification for its property works.

5.1. Reactive Repairs

Reactive Repairs are day to day repairs that require repair within a relatively short timescale and that cannot be included within a planned repair programme. These repairs are required to ensure the health, safety or security of the Member, and to prevent deterioration of the property. These obligations are defined by statute or set out in the Tenancy Agreement. Day-to-day repairs are most often reported by Members, but can be instigated by Co-operative staff. Reactive repairs include Void Repairs, which are repairs carried out to properties between tenancies to ensure that they are safe to be relet and to bring them up to specified standards.

5.2. Planned Work

Planned works consists of those works included in a planned servicing of the property. These are; Cyclical maintenance, and Anticipated works.

5.2.1. Cyclical Maintenance

Cyclical maintenance programmes deal with medium term and ongoing works such as painterwork, annual gas heating safety certification and heating maintenance.

5.2.2. Anticipated Work

Anticipated work programmes deal with longer-term works. It is the replacement of items that have come to the end of their economic life, either with something of a similar specification (such as roof covering) or with something of an improved specification (such as kitchen fitments). Anticipated work programmes are generally derived from the Life Cycle Costing exercises.

5.3. Unforeseen Works

Specifications and tenant expectations and requirements change, and unforeseen works may be necessary. The Co-operative's specifications will be reviewed regularly to account for these changes, and funds will be managed with this in mind.

6. Reactive Repairs definitions and Target/ Response Times

The Co-operative has adopted the following reactive repair targets.

6.1. Emergency Repairs

- 6.1.1. This class of repair is intended to deal with property faults which are likely to cause injury or death, or substantial property damage.
- 6.1.2. The response target time is 4 Hours.
- 6.1.3. The Co-operative expects to achieve the target time in 100% of Emergency repairs.
- 6.1.4. Typical Emergencies are;
 - Escape of gas or fumes
 - Bare or live electrical wires or fittings
 - Electrical fittings in contact with water
 - Failure of all lights or all power
 - Sewage overflowing into dwelling
 - Damaged or broken external doors or windows that cannot be secured.
 - Severe water leakage
 - Broken doors or windows causing the property to be insecure
 - No access to the property.
- 6.1.5. It is the Co-operative's policy to ensure that hazards resulting from any such faults are made safe as soon as practicably possible, irrespective of whether or not a full repair is carried out at this time.
- 6.1.6. It is recognised that this class of repair often occurs outside normal working hours and is consequently expensive to repair.

6.2. Urgent Repairs

- 6.2.1. These are faults that may cause inconvenience to a Member but little possibility of causing further property damage if dealt with within the specified target time.
- 6.2.2. The Urgent Repair target time is 3 working days.
- 6.2.3. The Co-operative expects to achieve the target time in 96% of Urgent repairs.
- 6.2.4. Typical Urgent repairs are;
 - Faults at electrical fittings (which are not safety issues)
 - Ball valve faults at storage tanks or WC cisterns
 - Leaks in WC flush pipes, waste pipes, traps
 - Damage to roofs likely to cause additional damage to other structures.
 - Removal of offensive graffiti. (this should be done within 24 Hours)

6.3. Routine Repairs

- 6.3.1. These are faults that are not hazardous or which cause minor inconvenience to a Member.
- 6.3.2. The repair target time is 10 working days.
- 6.3.3. The Co-operative expects to achieve the target time in 94% of Routine repairs.
- 6.3.4. Typical Routine repairs are:
 - Repairing leaking gutters or downpipes
 - Easing or re-fitting doors or windows.
 - Plasterwork repairs
 - Repairs to floors and paths that are not hazardous
 - Draughts at doors and windows
 - Minor plumbing leaks
 - Roof tiles or lead flashings.

6.4. Void Repairs

- 6.4.1. A Property Management Officer will instigate void repairs following an inspection of a void property.
- 6.4.2. The Contractor repair completion target time is 5 days.
- 6.4.3. The Co-operative expects to achieve the target time in 94% of Void repairs.
- 6.4.4. Typical Void Repairs are:

- Carry out gas safety checks.
- Carry out electrical safety checks.
- Ease Bedroom door
- Repair cracked plaster
- Remove all loose items and clean out house.
- Clean kitchen and bathroom

6.5. Pre-Inspection of Reactive Repairs

6.5.1. The above target times include the pre inspection of the repair by a member of the Property Management Department, should this be necessary to allow the repair to be accurately described to the Contractor. The following targets have been set;

- | | | | |
|---------------------|---|----------------|------|
| • Emergency repairs | – | Not expected. | |
| • Right to Repair | – | Not expected | |
| • Urgent repair | – | Within 24 hrs. | 10% |
| • Routine repairs | – | Within 2 days. | 10% |
| • Void repairs | – | Within 2 days. | 100% |

6.6. Heating Repairs

6.6.1. Complete Heating failure is classified as an 'Urgent' repair, but has a target repair time of 24 hours. Should repairs take longer than this, and no other source of heating is present, an alternative source of heating will be offered.

- 6.7. The above categories are for guidance only and account will be taken of the individual needs of a member. This will be based on abilities, health, age, etc.
- 6.8. Where a Member makes specific arrangements with a Contractor for work to be carried out beyond a target date, to suit their needs, the repair will be considered to be completed on target.

7. Reporting Repairs

- 7.1. It is the aim of the Co-operative to ensure that Members are able to report repairs easily, and that action to remedy the fault is taken as quickly as possible.
- 7.2. During office hours repairs may be reported by telephone, internet, mail or in person to the Co-operative offices. In addition repairs can be reported to any member of the Co-operative's staff visiting a Member's house on business.
- 7.3. Members will be offered the facility to contact the appointed

Contractor to make specific access appointments to allow the repair to be carried out, should this be necessary.

- 7.4. Outwith office hour's details of non-emergency repairs can be left on the telephone answering machine. Emergency repairs can be reported to the Co-operative's approved contractors directly, using special phone numbers issued periodically (at least annually) to Members.
- 7.5. At any time non-emergency repairs can be reported using the Co-operative's web site at www.tenantsfirst.com

8. Right to Repair

- 8.1. The Co-operative has obligations with regard to the "Right to Repair" conditions contained within the Housing (Scotland) Act 2001. In order to do this the Co-operative will;
 - Inform Members about the 'Right to Repair' legislation and its qualifications by using newsletters, website, etc.
 - Inform Members, when they report a repairs, if their repair is a 'qualifying' repair.
 - Provide Members with information to allow them to contact alternative contractors.
 - Compensate Members where we do not meet our obligations.

9. Appointment of Contractors

The Co-operative will appoint Contractors to carry out various works. It will do this within the terms of its Procurement Policy. It will ensure that Contractors provide the highest level of customer care, by ensuring that they follow the Contractors Code of Conduct

10. Long Term Strategy

The long-term strategy of the Co-operative is to protect its investment in its housing stock and increase its value. To achieve this, the Co-operative will operate a high quality property management service.

- 10.1. Property Inspections. The Co-operative will, through a programme of inspections and surveys, maintain an accurate and up to date record of the condition of all its properties. Each property will be thoroughly inspected at least every 4 years by a suitably skilled person.
- 10.2. Planned Works. The Co-operative will maintain a fully costed planned programme of works for all of its properties, based on standard element life assumptions (Life Cycle Costings) which have been

modified by information obtained from the property inspections as indicated above, and using historical cost information.

10.3. Review of Planned Work Programme. The planned works programme will be reviewed annually.

10.4. Asset Management Strategy. The Co-operative has an Asset Management Strategy that identifies; problematic properties and properties with development potential. It considers the risks and potentials associated with these properties.

10.5. Information to Members. The Co-operative will provide information to Members to ensure that they use their homes effectively. It will do this by;

- Carrying out Post Let Visits, ideally within 1 week of the start of their tenancy
- Providing Fact Sheets, Information in Newsletters, when visiting Members, Web site, Handbook, etc.

11. Chargeable Repairs

11.1. In accordance with terms of the Tenancy Agreement the Co-operative will recharge Members or former Members in the following circumstances;

- When work is required because of unauthorised detrimental change to, or damage to, Co-operative property caused by the Member or anyone living in or visiting the property.
- When work is carried out by the Co-operative but responsibility for the work lies with the Member according to the conditions of the Tenancy Agreement.
- When work, repairs or removal of discarded items is required to a void property prior to re-letting, or due to damage, neglect or unapproved alterations carried out by the outgoing Member.

11.2. Details of the repairs procedures in such circumstances can be found in the Recharge Procedure.

11.3. Members may appeal against such recharges. In such circumstances they must appeal in writing to the Director of Property, who will refer the matter to the Property Management & Development Sub-Committee for decision.

12. Gas appliance servicing

12.1. The Co-operative recognises its legal obligations to ensure the safety

of gas appliances within its properties. In order to meet these obligations the Co-operative will:

- Maintain a list of all properties with a gas supply and monitor gas appliance service dates
- Establish a contract with a suitably qualified contractor and monitor their service
- Inform Members of their obligations
- Isolate the gas supply from all properties which are considered unsafe i.e. where a gas service has not been carried out for more than 12 months.
- Report quarterly in Jan, Apr, Jul, Oct to the Property Management & Development Sub-Committee stating;
 - The number of properties serviced.
 - The number of properties where servicing has not been carried out for more than 12 months.
 - Action taken to ensure that appliances have been serviced appropriately.

13. Smoke detectors.

13.1. The Co-operative also recognises that to benefit the safety of its Members it must ensure that smoke detectors are maintained in working order. To achieve this, the Co-operative will check all detectors annually to confirm that they are in working order.

14. Landscaping

14.1. The Co-operative will ensure that common landscaped areas in its ownership are maintained to an acceptable standard. To achieve this the Co-operative will;

14.1.1. Establish effective contracts for the maintenance of such areas, which will include;

- Periodic grass cutting from April to October.
- Pruning of shrubs and trees as required.
- Periodic litter removal

14.1.2. Carry out bi-monthly inspections of such areas.

14.1.3. Review all landscaped areas annually (with local representatives, where possible) to ensure that they have not degraded because of usage or natural causes. Take appropriate action to maintain or improve such areas, where budgets allow.

- 14.2. The Co-operative will carry out estate management inspections of landscaped areas not owned by the Co-operative but which impact on Members' environment. Those responsible for such areas will be informed of any work required in these areas.
- 14.3. The Co-operative will cut grassed areas within Members' garden's where all those noted in the Tenancy Agreement are 75 years of age or over, or where all those noted have a defined and validated medical need.
- 14.4. The Co-operative will carry out periodic Estate Management surveys of its properties to ensure that ground within its feu is maintained to acceptable standards. Details of this are contained within the Estate Management Physical Environment Policy.

15. Asbestos Management

- 15.1. The Co-operative maintains a register of all of its properties to identify if and where Asbestos exists. The register will identify the form, location and risks associated with the asbestos and identify actions to be taken to manage it effectively.
- 15.2. Where it is thought that Asbestos may exist, surveys will be carried out to ascertain its type and the risks associated with it in its location and circumstances.
- 15.3. Where the risk posed cannot be managed effectively to achieve 'minimal' risk, the asbestos will be removed either immediately or with other planned works.
- 15.4. The Co-operative will consider asbestos in all aspects of managing its properties, and will carry out assessments in the following specific circumstances;
- Mortgage to rent surveys
 - Alteration requests
 - Condition surveys
 - Refurbishment/demolition surveys.
- 15.5. Details of the management of asbestos are contained in the Health & Safety Manual.

16. Alterations to Properties by Co-operative Members

- 16.1. If Members wish to carry out or have carried out alterations to the structure or fixed fittings of a property they must obtain the express

written consent of the Co-operative, which shall not be unreasonably withheld.

16.2. Members may be eligible for compensation for improvements which they have made to their home. To qualify for this compensation:

- the Co-operative must have approved the improvement
- the element being replaced was within the last 1/3 of its expected life
- the element is an improvement the Co-operative would consider within its own planned improvements
- the tenancy is ending

Compensation can still be claimed if the tenancy ends because the Member has died, or in other special circumstances.

Compensation will not be paid if the property is bought by the Member under the Right to Buy scheme, if the property is being repossessed, or if the Member is being given a new home by the Co-operative.

The compensation may be reduced depending on the condition of the improvement when the tenancy ends and if there are any amounts owed to the Co-operative

The maximum replacement cost of an element will be as defined within the Co-operative's Life cycle costings

The maximum percentage compensation paid is;

- Less than 1 year old 80%
- 1 to 2 Years old 60%
- 2 to 3 Years old 40%
- 3 to 5 years old 20%
- More than 5 Years old No compensation paid.

17. Adaptations to Properties

17.1. The Co-operative recognises that over time the housing requirements of its Members may change. This may be because of a change in the abilities of the Member or their family. The Co-operative is committed to assisting with the provision of adaptations to properties wherever such needs have been identified.

17.2. To achieve this, the Co-operative staff will liaise with Social Work, Occupational Therapy, medical professionals and any other relevant agencies.

17.3. The primary source of funding for such work is The Scottish

Government.

17.4. The target completion time for adaptations is 13 weeks.

18. Monitoring and Reporting

18.1. The Co-operative will monitor the quality of its Property Management service by;

- Giving Members the opportunity to express their view on all reactive repairs via a return section of the work order information sheet sent to them;
- Carrying out outcome satisfaction surveys and all major works programmes and reporting on the same to the Property Management and Development Sub-Committee.
- Benchmarking against other local and national organisations.
- Providing Reports as detailed below;

Report	Reported to;			
	Management Team	Property Management & Development Sub-Committee	Web Site	Members & others
Contractor's performance against reactive repair targets	Monthly	6 Weekly	Quarterly	Newsletter, Annual Report, AGMs
Contractors spend and assessment of performance	Annually	Annually		
Contractor rates		Annually		
Repair reports processed	Monthly	6 Weekly	Quarterly	Newsletter
Repair Pre Inspections	Monthly	6 Weekly		
Repair Post inspections	Quarterly	Quarterly		
Average repair costs	Monthly	6 Weekly		
Void costs	Monthly	6 Weekly		
Post Let Visits	Monthly	6 Weekly		
Level of satisfaction for reactive repairs	Quarterly	Quarterly	Quarterly	Newsletter
Benchmark	Annually	Annually		Newsletter

comparisons				
Gas Appliance servicing		Quarterly	Quarterly	
Smoke Detector checking		Annually	Annually	
OT Adaptation satisfaction		Annually	Annually	Newsletter
Major Repair satisfaction		For each Contract	For each Contract	Annually
Heating Repairs performance		Annually	Annually	
Heating Repair satisfaction		Annually		
Painterwork satisfaction		Annually		

19. Record Keeping

19.1. The Co-operative will keep comprehensive records of all aspects of the Property Management service. Specific records held include;

- a comprehensive property register recording details of all units in ownership;
- a record of all repairs instructed and the subsequent costs incurred;
- a history of all renewals, adaptations and alterations for each property.

20. Member Involvement

20.1. The Co-operative is committed to providing Members with the opportunity to have input into the decision-making processes relating to the Property Management function (see Tenant Participation Policy). This will be achieved by;

- Providing the Property Management and Development Sub-Committee with information and recommendations to allow them to instigate planned works projects;
- Involving local Member representatives in renewal and improvement projects;
- Involving Members in the choice of building fabric design, quality, colour etc. at an appropriate stage;
- Assessing and reacting to Members views on Property Management issues through periodic surveys;
- Providing Members with information about current and proposed property related projects.

- Involving Members in the periodic review of this policy.

21. Property Management Budget

- 21.1. A property management budget will be prepared annually in a form agreed by the Committee of Management.
- 21.2. Once approved, the budget will be the basis for authority to incur expenditure and for comparison with actual performance.
- 21.3. To allow for effective budgeting for reactive repairs, monitoring will be done on both a cost-centre basis and an individual property basis.
- 21.4. The Co-operative expects to spend not less than 60% of its Property Management budget on planned works.

22. Authorisation of Expenditure

- 22.1. Details of levels of authorisation are contained within the Finance Regulations.

23. Complaints

- 23.1. Any Member who is dissatisfied with any aspect of the Property Management service may;
 - Contact the Director of Property to discuss the matter.
 - Make a formal complaint using the Complaints Policy.
- 23.2. Members also have the facility to express their view on individual repairs using the Member repair notification Form.

24. Training

The Co-operative through its Business Plan is committed to training and developing staff and Committee Members to their full potential in order to deliver a high quality of service in all areas of its business to Members and the public.

The employee induction programme includes an overview of this policy. Committee Members and staff will receive updates on these issues and specific training on any specialised areas as required. Training needs are identified on an ongoing basis by various means including through the regular staff supervision sessions.

25. Equal Opportunities

The Co-operative will ensure that in implementing this Policy it will not unfairly discriminate against any individual, household or group on the grounds of gender, gender identity or marital status, on race grounds, or on

the grounds of disability, age, sexual orientation, language or social origin, other personal attributes, including beliefs or opinions such as religious beliefs or political opinions.

26. Review

This Policy will be approved by the Property Management and Development Sub Committee and is reviewed in consultation with staff and Members. It will be reviewed every three years unless amendment is prompted by a change in legislation, or monitoring and reporting reveals that a change in Policy is required sooner.

27. Data Protection

Tenants First Housing Co-operative Ltd is registered with the Information Commissioner as the Data Controller under the Data Protection Act 1998. The Co-operative will collect and use personal information to manage the tenancy, and Co-operative membership. In order that we can maintain, repair and improve the Co-operative's properties we may share this information with other group companies and carefully selected third parties, agents and service providers approved by the Committee of Management.

28. References

28.1. We have used the following publications to ensure the Property Management Policy and procedures is based on good housing practice and as a Registered Social Landlord (RSL) we fulfil the performance standards of the Scottish Government and the Scottish Federation of Housing Associations (SFHA) and relevant legislation;

- "Raising Standards in Housing" – Communities Scotland, SFHA.
- "Scottish Housing Quality Standard" – Scottish Executive.
- "Housing (Scotland) Act" (2006) – Scottish Executive.

29. Related Policies

- Complaints Policy
- Development Policy
- Equal Opportunities Policy
- Estate Management Policy
- Finance Regulations
- Procurement Policy
- Recharge Procedure
- Sustainability Policy

- Tenants Participation Policy
- Void Policy
- Health & Safety Manual
- Asset Management Strategy
- Equality and Diversity Policy
- Participation Policy

Appendix 1 - Specification of Standards

1. Internal Walls & Ceilings

- 1.1. Walls will be sound and free of holes larger than 10mm.
- 1.2. Loose or hollow plaster/joint tapes will be repaired.
- 1.3. All hanging nails, screws etc. will be removed from void properties.
- 1.4. Minor cracks will be the tenant's responsibility
- 1.5. Because properties may have been decorated numerous times since they were built, smooth wall surfaces suitable for painting and untextured wallpapers cannot be guaranteed.
- 1.6. Fungus or mould stains will be treated with fungicide. (The cause of the condensation will be investigated and remedied where possible).
- 1.7. Polystyrene tiles on ceilings and wall are not acceptable and will be removed.

2. Internal Doors

- 2.1. All doors will be sound (not de-laminated), free opening and not foul on the door frame. (trimming for floor coverings is the Members responsibility)
- 2.2. Locks, latches etc. will function correctly, where appropriate locks with internal springs will return handle to the correct position.
- 2.3. The exposed face of doors will be free of holes, small screw holes <10mm will be acceptable. Large holes or dents will be filled on painted doors. Prefinished doors will be replaced where there is such damage. If possible door finishes should be similar throughout a floor.
- 2.4. Doors will have a finished surface.
- 2.5. Glass in doors, screens, etc. must be identifiable as toughened, or laminated.
- 2.6. Doorstops will be fitted where there is a possibility of damage being caused by the handles.
- 2.7. Where new doors have been fitted by a tenant, these must be of an acceptable standard (e.g. 35mm min thickness), and competently fitted.
- 2.8. Flats must have ½ hour fire check rated pass doors.
- 2.9. Cupboard doors will have functioning catches.

3. Floors

- 3.1. Floor coverings such as laminates, ceramic tiles etc. will be the sole responsibility of the Member.
- 3.2. Floors will be even and have a surface finish that does not cause damage to an appropriate floor finish, such as carpets of more than 10mm thick in general rooms, vinyl in kitchens, etc.
- 3.3. Hatches will be secure, draft proof and will be supported on all sides.
- 3.4. Flooring will prevent solemn draughts from entering the living area.
- 3.5. Suspended timber floors should be adequately ventilated.

4. Internal Joinery

- 4.1. Skirting, facings etc. will be complete, in all rooms, cupboards, cooker spaces etc.
- 4.2. Staircases will be secure with intact nosing on all treads.
- 4.3. All staircases and landings will have appropriate and safe (ie no gaps larger than 100mm) balustrades or handrails.
- 4.4. All roof voids will have walk boards to the water storage tank (where fitted).
- 4.5. Roof trap doors will be secure and airtight.

5. Bathrooms

- 5.1. Bathroom suites are expected to last approximately 30 Years.
- 5.2. Sanitary ware will be hygienic, and free of significant cracks or chips greater than 10mm.
- 5.3. Contact surfaces will have a smooth surface.
- 5.4. Sinks and baths will have plugs and chains fitted.
- 5.5. When properties are let Toilet seats will be secure with properly operating hinges and a lid. (Toilet seats will be the tenant's responsibility during the tenancy)
- 5.6. Toilet cisterns will flush with moderate ease.
- 5.7. If a shower has been properly fitted by a tenant and it complies with the safety checks it will then become the responsibility of the Co-operative once the property has become void.
- 5.8. Wall tiling (aqua panel etc) will be 450mm high around the bath, and 150mm above the WHB. It must be appropriate (e.g. for showers), properly grouted and sealed around all sanitary ware.
- 5.9. Baths must have bath panels fitted.
- 5.10. Bath panels will be black or white or if available match the colour of

the bath.

- 5.11. Shower curtain rails must be positioned so that it hangs inside the bath when in use. Curtains will be the responsibility of the tenant.
- 5.12. Wet floors will be watertight and prevent the flow of water to other areas.
- 5.13. Floors and walls will be hygienic at tenancy changes.
- 5.14. Taps will be secure, have indicators, and allow easy operation by the tenant.
- 5.15. Replacement elements will be white where a matching colour is not readily available.
- 5.16. In new or replacement installations temperature regulators will be fitted.

6. Kitchens

- 6.1. Kitchen units are expected to last approximately 20 Years.
- 6.2. All units must be fixed securely to walls.
- 6.3. Work surfaces will be free from significant (>10mm) burn, knife and other marks, and will be hygienic.
- 6.4. Blown (expanded) or delaminated worktops and carcasses will be replaced.
- 6.5. Unit doors will be securely hung, not foul on other components and be less than 8mm off square to frames.
- 6.6. Drawers will operate smoothly.
- 6.7. Unit fronts will be securely fixed.
- 6.8. A 610mm space will be left between base units for a minimum of 2 appliances.
- 6.9. There will be 450mm of wall tiling, or similar, above work surfaces.
- 6.10. Wall tiling will be properly grouted with silicone sealant between wall tiles and worktops.
- 6.11. Fans, where fitted, will operate effectively without fouling casing.
- 6.12. Members are responsible for the cleaning of fans filters and the replacement of light bulbs, where fitted.
- 6.13. Replacement kitchen unit elements will be similar in colour, and texture to original units, exact match is not required.
- 6.14. Where installed, plumbing for a washing machine will be properly clipped and provide adequate falls.
- 6.15. Clothes dryers will only be permitted where there is a specific ventilation facility, or where a condensing dryer is used.

6.16. A Gas supply pipe will be provided for gas cookers, where needed.

6.17. Facilities for security ties will be fitted for gas cookers.

7. Windows

7.1. Windows will be draught free and watertight under normal weather conditions.

7.2. Opening windows higher than the ground floor will be fitted with opening restrictors.

7.3. Hinges, latches, stays, restrictors, locks will function correctly.

7.4. Trickle vents, where fitted, will work effectively and be airtight when closed.

7.5. Where fitted, lockable handles will function correctly.

7.6. Frames will be sealed to the external structure to prevent water ingress.

8. Glass

8.1. All glazing will be free from cracks or blemishes, inspection will be made by standing 2mts back from window.

8.2. Double glazing units will be generally free from moisture between the panes.

8.3. All glazing in doors, in screens beside doors, or lower than 900mm will be identifiable as laminated or toughened glass.

9. External Doors

9.1. Doors will lock securely. Locks will be at least 5-lever, where only a cylinder lock is fitted this will have a deadlock facility. Members will be issued with a minimum of 2 keys for each lock.

9.2. Doors will be draught proof and watertight under normal weather conditions.

9.3. Letter plates will be draught proof and watertight under normal weather conditions.

9.4. Frames will be sealed to the external structure to prevent water ingress.

10. Electrical system

10.1. Electrical systems will be thoroughly checked and repaired when there is a change in tenancy.

10.2. All switches, sockets etc. will be securely fixed.

10.3. All equipment showing signs of overheating, or damage will be

replaced.

- 10.4. Painted equipment will be replaced.
- 10.5. Bathroom and kitchen pendants will have skirts fitted.
- 10.6. Metal switches will be earthed or replaced.
- 10.7. Consumer units will have labelled switches/fuses.
- 10.8. Cooker and other kitchen switches will be labelled.
- 10.9. Equipment installed by a tenant will only be accepted if appropriate for its situation and competently installed.
- 10.10. Extract Ventilation will generally be provided in both bathroom and kitchen, or input ventilation will be fitted throughout.
- 10.11. There will be a working smoke alarm on each floor. Batteries in hard wired and battery alarms are the responsibility of the Member.
- 10.12. CO2 detectors are not generally fitted or maintained by the Co-operative

11. Heating equipment

- 11.1. Heating systems will be of adequate size to heat the complete property to standard design temperatures.
- 11.2. Systems will have both time and temperature control.
- 11.3. Radiators/heaters will be securely fixed in position, show no external sign of corrosion, leakage or rust and be capable of individual regulation.

12. External

- 12.1. Paths, steps etc. will, under average weather conditions, be free from standing water, be free from trips and have a regular surface finish.
- 12.2. Steps with an adjacent fall of <600mm will have handrails.
- 12.3. Handrails will be securely fixed, and be of sufficient strength to provide restraint.
- 12.4. Fences, walls and gates will be structurally secure.
- 12.5. Gates will have a positive catch to close.
- 12.6. Clothes poles/Whirly lines will provide 10 linear metres minimum of drying space over 1.5m high.
- 12.7. Gardens will have a generally even surface, any grass will be at a manageable height (i.e. less than 150mm)
- 12.8. Gardens will be free from standing water, under normal weather conditions.
- 12.9. Shrubs and trees will be appropriate for their location, and will be removed if they pose a threat to Members or to property, either

currently or in the future.

- 12.10. Portable garden sheds will have maximum dimensions of 2.4m high, 2.4m wide, 3.0m long. One will be allowed per property (except in exceptional circumstances, where two may be allowed.)
- 12.11. Portable Garden sheds, bunkers, etc. will be appropriately placed to allow painting of fences, walls etc. (generally 1m from the boundary)
- 12.12. Portable sheds, bunkers, etc. will only be left at void properties with the express written agreement of the incoming tenant and Tenants First. At which point they will become the responsibility of the new tenant.
- 12.13. External property walls will be sound, and free from significant (>10mm) cracks.
- 12.14. Boss Harling will be repaired.
- 12.15. Pointing to stone/brickwork will be complete.

13. Garages (where included)

- 13.1. Garage roofs will prevent the ingress of running water
- 13.2. Doors will be secure and open with ease.
- 13.3. Under normal weather conditions there will be no standing water within the garage.

14. Insulation Standards

- 14.1. All water storage tanks will be insulated with a minimum of 50mm insulation.
- 14.2. All roof voids will have 200mm insulation on internal surfaces. (working towards 270mm)
- 14.3. All roof voids will be ventilated.

15. Cleanliness in Void properties

- 15.1. All loose items belonging to the former tenant will be removed from properties (including items left in gardens, lofts, garages etc.)
- 15.2. All exposed surfaces on Bathroom and Kitchen fittings will be in a hygienic condition when a property is relet.
- 15.3. In extreme cases a full wash down of doors, internal joinery, windows etc. will be carried out.

16. Internal Décor in Void properties

- 16.1. Generally the Co-operative will not redecorate a void property.

16.2. Where required, as an enticement to relet a property in poor decorative order, the Co-operative will offer a 'decorating grant' to incoming Members, on the following basis;

- Living area £40
- Bedroom £30
- Other rooms £20
- Up to a maximum of £150

16.3. Such grant will be authorised by the Housing Manager or Director of Property.

16.4. 50% of such Grant will be paid at the start of the tenancy. The remaining on confirmation that significant work has been carried out following inspection by a member of staff

