

SERVICE STANDARDS

THE EMPTY HOMES STANDARD

This section will tell you about the standard of repairs that will be carried out to get an empty property ready for a new tenant to set up home. We have set our standards high and they have been approved by Blackpool Coastal Housing tenant representatives.

You should expect the following:

WORK INSIDE EMPTY HOMES

Any work needed will be completed before a new tenant moves in

- all electric, water and smoke detection systems will be safe and in good working order
- water systems may be drained and refilled for frost protection
- all gas supplies will be capped off and made safe when a property is empty – gas supplies will be reinstated and all appliances tested and approved safe and in good working order
- empty homes will be free from dampness and mould growth
- vents will be clear allowing free flow of air
- any roof space will be clear and existing firebreaks intact
- ceilings and walls will not have any major defects
- wall tiles will be used for splash backs and they will be intact
- bathroom sanitary ware will be safe and fit for its purpose
- replacement sanitary ware will be modern and match existing bathroom
- all toilet seats and shower curtains will be new and matching
- any high level cisterns will be replaced with low modern ones
- kitchen fixtures and fittings will be safe and in good working order
- every kitchen will contain at least a single drainer unit, double base unit and work top, double wall unit or pantry and an electric cooker point – some homes will have gas and electric cooker points
- internal woodwork including doors, architraves and skirting boards will be correctly fitted and complete – this also includes handles, hinges, catches etc.
- staircases and handrails will be safe and secure
- floors will be safe and secure with no major defects
- kitchens and bathrooms will be painted when necessary
- allowances may be paid to new tenants if other rooms need decorating
- safety chains and door viewers will be fitted whenever possible
- smoke detectors will be fitted and fire safety visits arranged for new tenants

CLEANING STANDARDS INSIDE EMPTY HOMES

All cleaning will be done to the highest standards leaving no marks or streaks

- any cobwebs, drawing pin, sticky tape etc will be removed
- electric sockets, switches and fittings will be clean
- windows and tiles will be clean
- woodwork including all doors, door frames, architraves and skirting boards will be clean
- storage cupboards will be swept and mopped
- stairs and steps will be swept and clean
- floors will be swept and mopped with all marks removed when possible
- kitchen units, work surfaces, cupboards, drawers and sinks will be thoroughly cleaned inside and out
- bathroom fittings including toilet, sink, bath and taps will be cleaned removing any lime scale
- shower curtains will be new
- toilets will be cleaned thoroughly including pipe work and the floor disinfected
- any new sanitary ware will have paper, stickers and polythene removed
- radiators and storage heaters will be clean
- all floors will be mopped and disinfected
- rooms will be deodorised with air fresheners in kitchen and bathroom

WORK OUTSIDE EMPTY HOMES

Any urgent work needed will be completed whilst the property is empty – any other work will be planned and carried out within 28 days

- the structure of walls, roofs, canopies and outhouses will be safe and watertight including pointing and render
- gutters and rainwater goods will be in good working order
- doors and windows will be safe, secure and function correctly
- external handrails and steps will be safe
- drainage systems and inspection chambers will be safe and accessible and all grids in place
- walls will be free from graffiti
- existing boundary fences, hedges, walls and gates will be safe
- overgrown bushes will be cut back
- pathways will be weeded and swept
- grassed areas will be kept to 150mm or under
- gardens and yards will be cleared of any rubbish, grass trimmings and will be safe for use