



SHA Minimum Lettable Standard

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SOUTHSIDE HOUSING ASSOCIATION - OUR MINIMUM LETTABLE STANDARD

1. INTRODUCTION

- 1.1. When undertaking the re-let of an empty Southside Housing Association (SHA) property, SHA are required to ensure that each property is brought up to a standard and condition which is suitable for let.
- 1.2. Within this document SHA sets out and defines the minimum standards required during our re-let process.
- 1.3. SHA has a varied stock asset base, SHA properties are let to tenants, occupiers and service users in relation to a number of different types of tenancy. This document defines the requisite standard expected based on the tenure type.

2. LETTABLE STANDARDS

- 2.1. The purpose of our Lettable Standard is to clearly set out the expectations and standards in relation to the condition of void properties at the point of being let to prospective tenants.
- 2.2. Void works are undertaken to meet this standard, but are not used to undertake upgrade works to properties or other major repairs, unless by prior agreement or where these works are necessary to achieve the Lettable Standard.
- 2.3. The Lettable Standard should ensure that the property is safe and in an acceptable condition, lettable works aim to ensure that the shortest possible void times are achieved, where additional works are required the impact on re-let times must always be considered.
- 2.4. SHA has a Minimum Lettable Standard for all properties, with an enhanced Lettable Standard for Mid-Market Rent properties let by SHA's wholly owned subsidiary Southside Factoring and Related Services (SFARS).

3. MINIMUM LETTABLE STANDARD

- 3.1. All properties will be wind and watertight, safe and secure.
- 3.2. Any additional works required to meet the Scottish Housing Quality Standard (SHQS) or the Energy Efficiency Standard for Social Housing (ESSH) will be logged and work will be programmed accordingly outwith the void period, unless these works are required to ensure the property meets the conditions outlined above at section 3.1.
- 3.3. All properties shall be brought up to the following minimum standard set out below

4. PROPERTY SAFETY

Safety	
Item	Minimum Requirement
01	Where identified at void inspection or where information has been provided that the property has a risk of 'SHARPS' or other contamination and hygiene risks then the appropriate clearance works shall be instructed prior to any void works commencing.
02	Where identified at void inspection stage or where information has been provided that the property has a live pest infestation, treatment works shall be immediately instructed prior to any further inspections or works commencing.
03	Where the property has a gas appliance, a Landlord Gas Safety check shall be undertaken. Where remedial works are identified reasonably practicable items should be rectified prior to re-let.
04	Where gas appliances exist which are not owned by SHA, these shall be removed and the areas made good e.g. gas feature fires
05	All properties shall receive an Electrical Installation Condition Report (EICR), where observation codes C1 & C2 are identified, these should be rectified as part of the void works. Where C3 items are identified, these should be undertaken where reasonably practicable within the void timescales.
06	<p>All smoke, heat and carbon monoxide (CO) alarms shall be inspected, cleaned and tested to ensure their correct function. Detector replacement dates should be checked, where these are due to expire within a 12 month period, new detectors should be supplied.</p> <p>Detector expiry dates should be included on contractors inspection/certificate paper work;</p> <p>All properties should comply with the following requirements:</p> <p>All detectors should be radio frequency interlinked with a 10 year lithium-ion battery back-up, all detectors shall be mains powered where practical (battery detectors shall be considered where required to minimise disruption to decoration or due to other existing physical property attributes, battery detectors require to be 10 year lithium-ion models and radio frequency interlinked);</p> <ul style="list-style-type: none"> • One smoke alarm installed in the room most frequently used for general daytime living purposes; • One smoke alarm in every circulation space on each storey, such as hallways and landings; • One heat alarm installed in every kitchen; • A CO detector fitted where there is a carbon-fuelled appliance (such as boilers, fires (including open fires), heaters and stoves) or a flue; • Interlinked Test/Silence Switch located within hall;

	<ul style="list-style-type: none"> • CO detectors should be located between 1-3m horizontal distance from the CO source, wall mounted should higher than any window or door but still at least 150mm from the ceiling, and; • If ceiling mounted, the detector should be 300mm from any wall or light fitting; (further guidance on the siting of detectors should be sought from the detector manufacturer) <p>Where current installation do not comply with this standard, upgrades should meet the standard/specification set by the Asset Management Team.</p>
07	<p>All windows and doors shall be inspected and serviced to ensure correct operation, all windows shall be provided with window safety devices which restrict the windows opening function.</p> <p>Window hinges, fixings and catches should be in place, and in good working order and free from distortion, windows should be easy to open/close and eased and adjusted where necessary, cracked panes and failed sealed units should be replaced</p> <p>Where not present, a window key shall be provided for each lockable window.</p>
08	<p>All landlord fixtures and fitting shall be inspected to ensure correct installation and where relevant securely fixed.</p>
09	<p>Where appliances/white goods supplied/owned by the Association are present within a property, these shall receive a Portable Appliance Test (PAT).</p> <p>All other appliances/white goods shall be removed and disposed.</p>
10	<p>Where a property contains a cold water storage tank, the Association's water hygiene contractor shall be instructed to undertake a tank inspection, including cleaning and disinfection when required.</p>
11	<p>Where asbestos management information is insufficient, asbestos checks will be carried out, if deemed necessary remedial works will be instructed prior to the void contractor taking possession, or where required included in the main void scope of works.</p> <p>Where the level of void works are considered disruptive, an asbestos refurbishment and demolition survey shall be undertaken, a copy provided to contractor, and remedial work undertaken as required.</p> <p>Details will be recorded in the asbestos register in accordance with the SHA Asbestos Management Policy and Procedures.</p>

5. CLEANLINESS

Cleanliness	
Item	Minimum Requirement
01	Any rubbish, furniture, light shades, etc. left behind by the previous tenant will be removed. Loft areas will also be cleared where these form part of the individual property, i.e. not common lofts. Outgoing tenants will be recharged for this work where appropriate.
02	All cupboards, kitchen units and fitments will be cleared and washed down with disinfectant.
03	All white goods shall be cleared out and washed down (Mid-Market Rent & Saffron Project properties).
04	All skirting, door facings, doors, windowsills and frames will be washed down with disinfectant.
05	All sanitary ware will be washed down with disinfectant, shower heads shall be cleaned and any shower cubicles washed down.
06	All floor-coverings will be cleared and floorboards/floors swept, where required floors shall be washed down with disinfectant. Damaged/heavy soiled floor boards will be replaced where required.

6. ELECTRICAL

Electrical	
Item	Minimum Requirement
01	Any obsolete wiring or electrical equipment will be removed and any resulting damage to walls or ceilings repaired and made good.
02	All electrical storage heaters shall be inspected for correct function.
03	Where a controlled entry system is installed, this should be inspected/tested to ensure correct function.
04	Where a communal TV system is installed, aerial points within properties shall be visually inspected for damage. Communal TV aerial points should be provided in the living room. Where no communal TV system exists, but previous tenant has installed individual aerials/satellites, these shall be left in place (unless in poor condition) and remain the responsibility of the tenant.
05	Any surface mounted cables shall be pinned, for example controlled entry or telephone cables;
06	All electrical sockets, switches and other accessories shall be inspected and replaced where damaged or painted;
07	Pendant light fittings and energy efficient light bulb shall be installed in all rooms, where kitchens contain fluorescent tube light fittings, these shall be replaced with either a pendant or batten holder. Bathrooms should be provided with the appropriate IP rated fixture based on the location of fitting in relation to showers and baths.

	<p>Zone 0 - The interior of the bath tub or shower basin. Zone 1 - Area immediately above bath or shower tray. Zone 2 - Within 0.6m of the outside edge of the bath or shower. Zone 3 - Anywhere outside Zones 0, 1 and 2</p> <p>Zone 0 - IP67 Zone 1 - IP65 Zone 2 - IP44 Zone 3 - No specific IP Rating required</p> <p>Down lighters/spot lights shall be removed and ceilings made good where practicable to do so, or where identified as non-complaint under the EICR.</p>
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7. ENERGY EFFICIENCY

Energy Efficiency Works	
Item	Minimum Requirement
01	Energy efficient light bulbs will be supplied and fitted to every light pendant/batten holder as appropriate – after a void property has been allocated the replacement of light bulbs internally or externally will be the tenant’s responsibility, except where these are enclosed fittings;
02	Houses or top floor flats should have loft spaces inspected (subject to construction type, i.e. exclude high-rise/non-traditional construction types). Where insulation levels are below 300mm, a loft insulation top up should be provided.
03	<p>Each property requires a current Energy Performance Certificate (EPC) prior to let, the EPC register should be consulted and where required a new EPC instructed.</p> <p>Each property at void handover shall have a hard copy EPC displayed within the properties utility cupboard.</p> <p>EPCs remain valid for a period of 10 years from the data of the current certificate.</p> <p>Where the current EPC falls below the minimum standards set out in EESSH, consultation with the Asset Management Team should be undertaken to identify any additional works which may be considered during the void works.</p> <p>A new or updated EPC should be instructed only once all energy efficiency void works have been completed.</p>

8. KITCHEN

Kitchen	
Item	Minimum Requirement
01	<p>Where reasonably practicable the kitchen must have at least 1m³ of food storage space either in the kitchen itself or immediately adjacent to the kitchen e.g. in a pantry.</p> <p>Where this standard is not met, but the kitchen units are in fair/satisfactory condition, no works will be undertaken but details shall be passed to the Asset Management Team.</p>
02	<p>A fully functional kitchen will be provided with an appropriate number of units and worktops for the property type and size.</p> <p>Spaces for white goods shall be provided:</p> <ul style="list-style-type: none"> • Cooker, • Fridge/Freezer. • Washing Machine
03	<p>All kitchens will include a cooker connection point and gas connection point if live gas connection within the property and kitchen has openable window.</p> <p>A gas cooker connection point shall not be provided where an openable window is not present.</p>
04	<p>Gas meters and cooker connections within high rise properties shall be removed, electric cooker facilities provided only.</p>
05	<p>All kitchens will have adequate ventilation provided, either through natural means or mechanical extract where practical.</p>
06	<p>All kitchens will include washing machine connection points.</p>
07	<p>All taps should be lever, free of leaks, easy to turn, marked hot and cold and all sinks should be supplied with a plug and chain.</p> <p>In low pressure situations, <i>Bristan Mono Mixers CP Head</i> shall be installed</p>

9. JOINERY

Joinery	
Item	Minimum Requirement
01	<p>All internal pass doors will be functioning and undamaged, lock engage with keeper;</p>
02	<p>Any new pass doors fitted within the void property will be solid core FD30 specification;</p>
03	<p>All external entrance doors will be secure, functioning and undamaged;</p>
04	<p>Kitchen doors/rooms with cooking facilities shall be provided with concealed door closer and intumescent seals;</p>

05	Lock change shall be undertaken to external door/doors;
06	All door facings and skirting boards will be serviceable;
07	A secure handrail will be fitted where there is an internal flight of stairs with more than three steps;
08	All floorboards will be secure and serviceable;
09	Where the property includes built in wardrobes, these should include a clothes rail and shelf above where space permits. Mirror doors shall be checked for relevant safety glass, if non compliant these shall be removed and an alternative provided. Door tracks and runner shall be operable, eased and adjusted where required.

10. PLUMBING

Plumbing	
Item	Minimum Requirement
01	All plumbing will be functioning and serviceable.
02	All disused/dead leg pipes will be removed and any resulting damage to walls/floors repaired.
03	All visible pipe work shall be inspected to identify any leaks;
04	All visible pipe work shall be inspected to check for the presence of lead, where identified the necessary works to remove and replace should be instructed;
06	Water systems will be drained down during the winter months (usually 1 November to 31 March) when there is a risk of severe frost. Water supplies will be reinstated when new tenant moves in.
07	Radiator condition shall be checked, where damaged or excessively corroded radiators are identified, replacements shall be undertaken
08	Where radiators have been provided with Thermostatic Radiator Valves (TRV), these shall be replaced were inoperable or damaged.

11. BATHING/SANITARY FACILITIES

Bathing/Sanitary Facilities	
Item	Minimum Requirement
01	All sanitary ware will be fully functioning and serviceable.
02	All sanitary ware will be free from holes or cracks that may cause water leakage or injury.
03	Toilet seats shall be replaced where not considered to be in a satisfactory condition;
04	All thermostatic mixer or electrical showers shall be inspected and tested to ensure these are functioning correctly.
05	All taps should be lever type, free of leaks, easy to turn, marked hot and cold and all sinks/baths should be supplied with a plug and chain.

	In low pressure situations, <i>Bristan Mono Mixers CP Head</i> shall be installed
06	<p>Where wet floor installations or level access showers have been previously installed for tenants who may require such an adaptation, we will endeavour to allocate the house to a suitable tenant that would benefit from such installations.</p> <p>Where this has been exhausted by the allocations officer and there are no suitable tenants on the waiting list, then.</p> <p>The Maintenance Officer will assess the condition and age of the installation on its merits and determine whether it would be feasible and more cost effective to install a replacement bathroom suite as an alternative option, in order to let the property or allow the incoming tenant an option to change the installation subject to an alteration approval.</p>
07	A shower curtain will be provided, unless the property already has a shower screen or cubicle;
08	There will be sufficient ceramic tiling or 'wet wall' to prevent damage to walls;
09	Existing uPVC ceiling cladding shall be removed where it is in a dilapidated condition, no new uPVC ceiling cladding shall be provided.
10	All bathrooms will have adequate ventilation provided, either through natural means or mechanical extract where practical.

12. PLASTERWORK AND DECORATION

Plasterwork & Decoration	
Item	Minimum Requirement
01	Obvious defects with plasterwork will be repaired.
02	Any polystyrene ceiling tiles and coving should be removed, and the ceiling/walls made good for redecoration
03	Wallpaper that has been marked by graffiti, is badly damaged or highly soiled will be removed.
04	Walls and ceiling that have been marked by graffiti, are badly damaged or highly soiled, will be painted with emulsion.
05	Where none of the above applies but the decoration is not of an acceptable standard to allow the property to be let timeously, an appropriate decoration allowance will be awarded in line with agreed procedures.
06	Where none of the above applies but the decoration is not of an acceptable standard to allow the property to be let timeously, redecoration works shall be undertaken to bring the property to a lettable standard;

13. ROT, DAMPNES AND/OR CONDENSATION

Rot, dampness, condensation, etc.	
Item	Minimum Requirement
01	All reasonable steps will be taken to identify and remedy dry rot, wet rot, rising or penetrating damp, condensation, etc.
02	Localised areas of mould will be washed down and treated with a suitable mould treatment.

14. INDIVIDUAL GARDENS/DRYING AREAS

Individual Gardens, drying areas, where expressly linked to tenancy	
Item	Minimum Requirement
01	Any debris and rubbish in garden areas will be removed. Outgoing tenants will be recharged for this work where appropriate.
02	Drying facilities will be provided (e.g. clothes poles or rotary driers) and will be functioning.
03	Grassed areas and hedges will receive a first cut if necessary.
04	Fencing will be inspected and repaired or replaced as appropriate.
05	Any huts, garages, outhouses removed, and the ground levelled where necessary. Outgoing tenants will be recharged for this work where appropriate.
06	Each property will have a bin for refuse collection.

15. COMMON AREAS

Common Areas	
Item	Minimum Requirement
01	Common areas shall be inspected to ensure that these are safe and secure. Where required any necessary reactive repairs should be arranged or reported to the third-party factor.

16. KEYS

Keys	
Item	Minimum Requirement
01	All re-let properties shall be provided with: 3 x Set of flat/house keys; (Maintenance Officer to provide) 3 x Set of common door keys; (Housing Officer to provide) 3 x Controlled Entry Fobs; (Housing Officer to provide)

17. MID-MARKET RENT ADDITIONAL MINIMUM LETTABLE STANDARD REQUIREMENTS

17.1. In addition to the minimum lettable standard identified above, the following additional items shall be undertaken where a property is let as Mid-Market Rent (MMR) by SFARS:

Mid-Market Rent	
Item	Minimum Requirement
01	Floor covering shall be provided as part of the MMR tenancy. Where a property has previously not been an MMR property, all existing floor covering shall be removed and replaced to the MMR floor covering standard/specification.
02	For a current MMR property, floor coverings shall be inspected. Where heavily soiled these shall be cleaned. Where damaged replacements shall be provided which meet the MMR floor covering standard/Specification. Where damage has been a result of misuse or negligence, replacement/cleaning costs shall be recharged
03	Windows shall have suitable curtain plates in place;
04	MMR properties shall be decorated to the following standard: Walls Existing wallpaper should be removed; Walls shall be made good where damage has occurred, or plaster work defects exist. Where required, walls are to be rubbed down to provide suitable substrate for painting. All walls to be decorated in neutral colour (generally white). Ceilings Where 'artex' is present on ceilings, this will not be removed unless dictated by condition. Ceilings shall be made good where damage has occurred, or plaster work defects exist. Where required ceiling to be rubbed down to provide suitable substrate for painting. Ceiling to be decorated in white emulsion. Woodwork Woodwork shall be filled where required and sanded to provide suitable substrate for decoration; All woodwork shall be painted in white gloss.

05	MMR properties shall be provided with an electric over bath shower and shower screen,
06	Unless owned by SHA/SFARS all free-standing white goods shall be removed. If in good condition integrated appliances shall be retained where in good operable condition.

18. SAFFRON PROJECT ADDITIONAL MINIMUM LETTABLE STANDARD REQUIREMENTS

18.1. In addition to the minimum lettable standard identified above, the following additional items shall be undertaken where a property is let under Saffron:

Saffron	
Item	Minimum Requirement
01	Floor covering shall be provided as part of the Saffron Project tenancy, where a property has previously not been a Saffron Project tenancy, all exiting floor covering shall be removed and replaced to the Saffron Project floor covering standard/specification.
02	Where a current Saffron Project property, floor coverings shall be inspected, where heavily soiled these shall be cleaned, where damaged replacements shall be provided which meet the MMR floor covering standard/Specification. Where damage has been a result of misuse or negligence, replacement/cleaning costs shall be recharged
03	Windows shall have suitable curtain plates in place;
04	MMR properties shall be decorated to the following standard: Walls Existing wall paper should be removed; Walls shall be made good where damage has occurred, or plaster work defects exist; Where required walls to be rubbed down to provide suitable substrate for painting; All walls to be decorated in neutral colour (generally white); Ceilings Where 'artex' is present on ceilings, this will not be removed unless dictated by condition; Ceilings shall be made good where damage has occurred, or plaster work defects exist; Where required ceiling to be rubbed down to provide suitable substrate for painting;

	<p>Ceiling to be decorated in white emulsion;</p> <p>Woodwork</p> <p>Wood work shall be filled where required and sanded to provide suitable substrate for decoration; All woodwork shall be painted in white gloss;</p>
05	Saffron Project properties shall be provided with an electric over bath shower and shower screen,
06	Unless owned by SHA all free standing white goods shall be removed, if in good condition integrated appliances shall be retained where in good operable condition.

19. CAPITAL/PLANNED MAINTENANCE WORKS

- 19.1. Capital and cyclical investment work is generally carried out in properties when they are occupied. New tenants will be advised of forthcoming capital or cyclical works, and where possible the estimated date for the work to be carried out.
- 19.2. By exception there may be justification for carrying out capital or cyclical work while a property is empty, but this will depend upon consideration of the following factors:
- level of rent loss while works carried out in empty property;
 - availability of budget to carry out capital or cyclical works;
 - consistency of approach in terms of capital or cyclical works programmed for neighbouring occupied properties;
 - extent of capital or cyclical works required and anticipated level of upheaval; and
 - Potential to enhance lettable of a void property.

20. MINIMUM LETTABLE STANDARD REVIEW

- 20.1. The SHA Minimum Lettable Standard will be reviewed within one year of implementation and thereafter in conjunction with any review of the Void Management Policy and Procedures.



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