
**DARLINGTON HOUSING AND BUILDING SERVICES TENANT SCRUTINY PANEL
– REPORT ON VOID PROPERTIES 2014**

SUMMARY REPORT

Purpose of the Report

1. To receive the Scrutiny Panel report on void properties.

Summary

2. The Tenant Board have completed a scrutiny review of the procedures and policies used for processing void properties please see the attachment **Appendix 1** to this report. The report has been presented to Senior Officers and the Panel's recommendations have been discussed. Progress has been made on a number of the issues raised and the present situation is outlined below.

Void Squad

3. Housing and Building Services have reviewed the resources used to deal with void properties and has recently established a multi trade team with a supervisor to prioritise work in void properties and to deal with adaptation work. The team has designated resources and is able to concentrate on these areas of work, thereby delivering an improved service, it is envisaged that this will improve continuity and reduce void repair times.

Cleaning Properties

4. As there is no electricity supply in void properties there is no ready supply of hot water however, the cleaning products used are specifically designed to be used in cold water.

Increased Visits

5. Whilst Officers acknowledge the reasons the Scrutiny Panel have asked for an extra visit after six months of a tenancy, this is a significant resource commitment and would require additional staff to do this. Housing Officers will continue to visit as now, and cases that require further monitoring will be referred to the Housing Plus service for their intervention.
6. Similarly it is not financially viable to introduce an annual visit for our 5,360 Council houses, the resources needed to do this would be very costly and require a significant increase in rent each week, or move resources from the repair and maintenance budgets.

7. Housing and Building Services have a close working relationship and are increasingly aware of the need to identify and report matters of concern such as safeguarding, poor housekeeping, unauthorised alterations, hoarding and other issues that need further involvement. The majority of our homes have gas central heating and receive an annual gas service, these visits and others for repairs, rent arrears and tenancy management issues provide the opportunity for Officers to pick up on areas of concern.

Improved Technology

8. As Members will be aware the Council regularly reviews its ICT strategies and part of Building Services are looking to update the handheld devices they use. When this is procured consideration will be given to the messaging facility to see how links with Housing Services can be further improved.

Recommendation

9. Members are asked to note and comment on the content of the report at **Appendix 1.**

Paul Wildsmith
Director of Neighbourhood Services and Resources

Background Papers

No background papers were used in the preparation of this report.

Hazel Neasham
Ext: 2535

**DARLINGTON HOUSING AND BUILDING SERVICES TENANT SCRUTINY PANEL –
REPORT ON VOID PROPERTIES 2014**

Purpose of Report

1. The Tenant Scrutiny Panel was formed to enable tenants to look at the delivery of services provided by Housing and Building Services.

Background

2. The process of setting up the Panel began in May 2013 when an advert for members was placed in Hot News. From this advert four prospective members completed application forms, were interviewed and appointed.
3. Best practice suggests that a Scrutiny Panel needs at least six members so it was decided to approach recruitment in a different way. Invitations were sent out to tenants who expressed an interest in being involved and an outside trainer from Trafford Hall Tenants Training Centre, was tasked with providing some training on what it is like to be involved in the scrutiny process. The full day's training included interested tenants, members of the Tenants' Board and focus groups. Following this training four more tenants were interviewed and appointed.
4. Unfortunately due to personal changes two of the members have now resigned leaving a panel made up of six members :-
 - (a) Mike Ellis
 - (b) Glynis Johnson
 - (c) Keith Miller
 - (d) Mike Nicholson
 - (e) Arthur Raper
 - (f) Frank Williams
5. Members of the Panel have reinforced their knowledge with attendance at meetings and events held by other housing organisations such as the Scrutiny Lounge meeting organised by Tenant Participation Advisory Service (TPAS).

How we chose Void Properties for Scrutiny

6. Our top priority is to scrutinise subjects and services that affect customer satisfaction.

7. For this first scrutiny process it was decided to look at void properties. This is because the void process can have an effect on performance around rent loss and new tenant satisfaction.

How we carried out the Scrutiny Process

8. We are an independent group of tenants who carry out tenant led scrutiny of Darlington Housing Services. We had access to all the information we requested (except certain confidential and legally protected information) and to all relevant Housing Services staff.
9. We met regularly to discuss the project and we used the following methods to carry out this scrutiny exercise :-
 - (a) A presentation by :-
 - (i) Management Officer;
 - (ii) Housing Team Leader;
 - (iii) Senior Surveyor, Asset Management; and
 - (iv) Contract Supervisor, Building Services
 - (b) A survey on voids to all Management Officers;
 - (c) Analysis of performance information;
 - (d) Reading of key documents :-
 - (i) Void procedure and inspection sheets;
 - (ii) Your New Home leaflet;
 - (iii) Other organisations leaflets; and
 - (iv) New Tenants surveys
 - (e) Visits to void properties

How to Read this Report

10. This report is designed to be read by tenants, staff, Councillors and anyone interested in Darlington Council's Housing Services.
11. The report begins with a summary in which we have highlighted our key findings.
12. The summary is followed by a set of areas for improvement.
13. We will need to develop an action plan as a tool to track improvements and make sure that Housing Services carries out its commitments. We will meet managers for progress reports and we will report back on this to other tenants via Hot News and the website.
14. We have also included a section to explain what we have learnt from the process and how we plan to review this and decide how to move forward in the future.

Report Summary

15. The members of staff we interviewed during the course of this scrutiny exercise were a very valuable source of information, being fully co-operative, talking openly and frankly to help us with the scrutiny process. **We would like to thank them all for their help.**
16. We were provided with facts and figures relating to 2012/13 and 2013/14 which allowed us to compare performance and these figures are included at **Appendix 1.**
17. As part of our scrutiny we examined the void process and details of this are shown at **Appendix 2.**
18. We have also provided details of current incentives and suggestions about these are included in our recommendations.
19. We understand that a dedicated Void Squad is to be implemented. As this was to be one of the Panel's recommendations we welcome this initiative and will be watching with interest to see how effective it is.

Recommendations

20. We understand that this Panel can only make recommendations and feel that the areas included should be highlighted as we feel that some of the changes would benefit the service and hopefully reduce lost income.

Void Squad

21. As explained in the Summary our suggestion for a dedicated team to deal with voids has already been agreed. We would like to add our support for this as we believe it will help to improve continuity of the process and should result in a reduction in void re-let times.

Cleaning Properties

22. When a property needs sanitising/cleaning and rubbish removal we have been told that on occasion this has been done in the wrong order so we would like to suggest that this work should be programmed as one job and once the rubbish is removed the operatives hand the keys directly to the cleaning crew. This should then ensure the work is completed in the correct order.
23. We also think that all properties should be cleaned with hot water as in the majority of cases cold water is used and this does not result in an adequate clean.

Management Officers

24. We would like to recommend that visits to Introductory Tenants are done after they have lived in the property for six months – they should have then decorated and have the property in an acceptable condition. We feel that visiting too soon will not allow an accurate picture of the type of tenant they will be.

25. We consider that if all tenants were visited on an annual basis issues affecting properties and tenants could be highlighted more quickly.
26. We would also like to recommend that the Estate Inspections are more closely monitored to ensure issues identified are followed up. We believe it is also important that during these inspections Officers inspect the rear gardens of properties and not just the front ones.

Personal Digital Assistant (PDA)

27. This is the hand-held device used by Building Services operatives when they are working. If possible we would like to recommend that provision is made for an operative to record any concerns / issues with properties or tenants that could then be reported to the Management Officer. This could relate to the state of the property, too many pets in the house or the attitude of the tenant.

Further recommendations

28. We would like to recommend that Officers review the following :-
 - (a) the process of issuing decoration vouchers to see if the amount spent on these could be used in a more cost effective way;
 - (b) the cost of cleaning properties; and
 - (c) cost of repairs.

The Scrutiny Panel will carry out a review of the above within the next 6 months.

Conclusion

29. In conclusion we would like to say that this first scrutiny has been a learning experience for everyone involved. We plan to hold a review of the process that will enable us to discuss any issues that have arisen from this. We plan to invite someone to take the role of 'critical friend' to help us identify any changes that need to be made before we undertake the next scrutiny and this could be either the Chair, of another local housing provider's Tenant Scrutiny Panel, or the consultant who provided the original training.

Darlington Housing and Building Services Tenant Scrutiny Panel

Facts and Figures

Number of Properties

5,360 (including 14 Hanover Housing properties at Lascelles)

Incentives

Golden Goodbyes

A Golden Goodbye is a payment given to tenants who are leaving their Council home. The payment is a reward and a thank you from Housing Services for the tenant conducting a good tenancy and keeping to the conditions set out in their Tenancy Agreement.

From April 2013 - March 2014 approximately 66 properties received a Golden Goodbye of £155 resulting in a total cost of £10,230.

Decoration Vouchers

There is a decoration policy set out in the Standard Void Procedure, Section 10 (Appendix 3) and Management Officers use this to assess the amount waiting list/transfer applicants moving into a property receive, where decoration does not meet an acceptable standard as set out in the policy.

Total cost of decoration vouchers was:

- Apr 2012-Mar 2013 £32,726
- Apr 2013-Nov 2013 £50,412

Void Information

Number of void properties

Apr 2012-Mar 2013

- Re-let Voids = 534
- Major Works Voids = 26
- Extra care voids = 22

Apr 2013-Nov 2013

- Re-let Voids = 544
- Major Works Voids = 62
- Extra care voids = 19

Empty Property Security

Apr 2012-Mar 2013 total cost £39,994
Apr 2013 - Nov/14 total cost £53,456

Empty Property Cleaning

Apr 2012-Mar 2013 total cost £63,453
Apr 2013-Nov 2013 total cost £109,618

Empty Property Repairs

Apr 2012-Mar 2013 total cost £318,728
Apr 2013-Nov 2013 total cost £516,471

We asked why there had been such an increase in costs and were advised that it was because the number of major work voids had increased. This can be because an outgoing tenant leaves a property in a poor condition or because the previous tenant has declined a replacement heating system/kitchen/bathroom or rewire. The property has to be brought to an acceptable standard while void.

Similarly while the property is empty it is at risk so additional security is installed usually an alarm only but sometimes metal screens are also installed.

Properties that have had major work will attract a higher decoration allowance.

Rent Loss

Figures for the average loss of rent on voids for the last 2 financial years – (Does not include major voids).

Apr 2012-Mar 2013 - average rent (79.56) / 7 days = (daily rent) £11.36 x average number of days to relet (26.35) = **£299.33**

Apr 2013-Nov 2013 - average rent (£84.06) / 7 days = (daily rent) £12.00 x average number of days to relet (21.07) = **£252.84**

Void Process

1. Tenancy Ended
 - (a) 4 weeks' notice given – tenancy always ends on a Sunday / starts Monday. Pre termination inspection booked.
 - (b) Keys handed in – no notice given
2. Property advertised on Compass – advert prepared as soon as possible/advertised on computer Thursday / Management Officers prepare advert/shortlist of prospective tenants done following Wednesday.
3. Notice given - pre termination inspection done / tenant informed of Golden Goodbye if appropriate. Advise outgoing tenant of any recharges and cost of rubbish removal. If pre termination visit is successful arrange for prospective tenant to view while property on notice. Cuts down on void time. Void inspection completed within 3 working days of keys being handed in. Repairs logged within 1 working day of inspection
4. Keys handed in no notice given - Inspection done within 3 working days where possible
Repairs logged – recharges noted
5. Repairs
Major repairs – passed to Asset Management team / inspected within 5 days/logged as major void / ticket raised for work / Building Services allocate work to trades/Building Services keep Housing updated / keys returned
Standard repairs – Management Officer logs work onto computer - minor repairs not done before tenant moves in
6. Management Officer checks allocations list to allocate property – done daily
7. Offer made to prospective tenant – first by phone call then letter
8. Viewing arranged
9. Property accepted – book sign up / arrange tenancy start date / arrange ROL (Repairs on Letting) / give tenant keys
10. Property refused - return to point 6

Gardens

11. If garden overgrown on inspection:
 - (a) If pre termination inspection – advise tenant of recharge / advise if tidied prior to keys and rest of property in good condition may get a Golden Goodbye if

they allow prospective tenant to view prior to handing keys in

- (b) If no notice inspection – obtain cost for ad hoc cut / offer new tenant extra decoration voucher to tidy garden / arrange for Street Scene to complete work once tenant moves in / recharge previous tenant (if new tenant agrees to tidy garden no recharge to previous tenant)

Cleaning

- (a) If property is classed as very dirty a deep clean can be arranged by the Management Officer prior to the new tenant moving in. This would be done by an approved contractor.
- (b) If only a quick clean needed as there is no hot water available in the property this will usually be done by DBC employees.

Rubbish Removal

- (a) Cost of this is variable depending on amount of rubbish and will be recharged to the outgoing tenant

Offers/Viewing

- (a) Tenant allowed 3 working days to agree acceptance
- (b) If an adapted property the Occupational Therapist (OT) may view first to make sure it is suitable for the prospective tenant.
- (c) If prospective tenant has a social worker they may also attend the viewing. During the viewing Management Officer will discuss the following with the prospective tenant and provide copies of instructions as appropriate:
 - (i) Where the stop tap is located
 - (ii) How the boiler works – information should be in the property but if not instructions/information is provided and this may be done by gas the gas fitter at the Repairs on Letting.
 - (iii) Sheds – if there is one
 - (iv) Shared gardens - in flats – how this is divided between the tenants
 - (v) Photovoltaic – instructions available for these
 - (vi) ROL – tenant should be provided with a list of these
 - (vii) Repairs before letting to be done prior to moving in
 - (viii) Prospective tenant needs to arrange gas and electric to be put into their names and money on so the gas / electric checks can be done
 - (ix) If there is an alarm instructions will be provided on how it works

Decoration Voucher

- (a) No decorating done prior to viewing / or for new tenant
- (b) Voucher can be offered at the discretion of the Management Officer.
- (c) There is no set amount per room for this.
- (d) If a property is proving hard to let extra decoration allowance can be offered and this can include an amount in lieu of having property cleaned .

Adapted Property

- (a) Adaptations usually remain in the property
- (b) Where possible property will be offered to a tenant in need of these adaptations

APPENDIX 3

Standard Void Procedure

Housing Services are committed to the quick re-letting of vacant properties and work in partnership with Building and Cleaning Services to ensure that all voids are promptly inspected and repaired to an agreed standard.

Where a void property is proving difficult to let the Management Officer will have flexibility to approve additional work. Similarly flexibility is required where properties need to be adapted to meet client specific issues such as: access, aid and adaptations for disability, security etc.

Notice - Notice of termination of a tenancy must be in writing and no other form of notification will be accepted. Need to ensure wherever possible that a termination form is completed as this will highlight costs linked to refuse left in the property and also give a clear indication of termination date. 4 weeks notice to be taken in all instances apart from internal transfers. 4 weeks to be taken from the following Sunday of notice given.

White copy of the termination form to be retained by the office / yellow copy handed over to the outgoing tenant.

Advice to be given to outgoing tenant –

- that the house should be cleared and left in good decorative order
- that the rent account must be cleared up to the termination date
- that the outgoing tenant must notify utilities
- a reminder to claim for any improvements qualifying under compensation regulations
- where to deliver keys to and by when
- that carpets, furniture and belongings should be removed
- that gardens should be cleared of all rubbish and grass cut
- seek the co-operation of the tenant to allow access at reasonable times to show prospective tenants around the property
- the costs of any work carried out by DBC, to attend to any of the above may be recharged to the outgoing tenant.

If notice is received via the Contact Centre an e-mail will be sent to Housing Management and Advisors. A pre-term visit will be arranged and entered into relevant Management Officer schedule. If all information is available advertise the property onto the COMPASS system.

Where a tenancy is terminating because of death and there is no-one to succeed to the tenancy, details will be requested from the person notifying DBC of the death.

DBC will advise that it would normally expect that keys to the property will be returned on an agreed period of time, but that a 4 week notice period from the date of death would apply. However, should the keys be returned earlier than this date, DBC will waive this period if an alternative tenant is found for the tenancy. In the event of keys being retained for a longer period, DBC may seek to recover rent loss from the tenant's estate.

Pre term Visit – Where possible a pre termination inspection will take place to assess what work is required and to provide advice on clearing out the house, rechargeable repairs and compensation for improvements. If new kitchen or bathroom required pass details to Asset Management Team asap using referral form. Discuss outstanding rent arrears and methods of payment. Pass this information to the Income Management Officer.

Advert – once property has been added onto the COMPASS system – please follow COMPASS procedure to advertise and allocate.

Termination / keys – if a termination form hasn't been completed prior to this point please do so now. Tag keys clearly with the full address of the property, complete a void sheet and attach keys, also attach termination notice if necessary and forward onto the Housing Management Team by placing into the internal post tray. Advisors will collect keys from the Contact Centre and pass to the relevant Management Officer. Contact Centre will forward an e-mail to Housing management.

Management Officer to ensure appropriate period of time has elapsed – eg 4 weeks - from date notice was given, and then terminate the tenancy. If appropriate locks will need to be changed – please raise a job ticket with Building Services. Upon termination Management Officer needs to remove address from Garden Tidy scheme as necessary.

Keys – Effective control of keys and access to the property are vital elements of void control. Once a property is known to be void an inspection must be completed within 3 days.

Housing Advisors need to ensure that they check the Contact Centre for keys on post runs carried out twice daily. Keys to be delivered to Management Officer the same day.

Management Officers receives keys for a void property.

Checks that 2 sets are available. On initial void inspection keys are identified and split into 2 sets.

If 2 full sets not available request made for new keys to be cut.

1 set of keys given to housing advisor 2nd set held by Management Officer, to be retained for urgent works, access and accompanied views.

All operatives who require access to the void property to undertake works should receive set from Housing advisor.

Security - Upon receipt of keys a decision should be made as to whether property requires added security.

Screens and alarms are raised through Orbis. Ticket raised on orchard, phone call to Orbis to confirm date, time, location and method of security i.e screens or alarms.

Upon collection of keys Housing Advisors need to contact Management Officers regarding security. Decision of method of security at Management Officers discretion if in doubt discuss with Team leader.

When keys are delivered back from Orbis Housing Advisors need to ensure that there are 2 screen/alarm keys. One set it to be sent immediately over to the Management Officer

Costs for security recorded by Orbis' database website.

Drain down - Between 1st October to 31st March all properties should be drained down.

Ticket raised for drain down of system raised as 0.5 and on re-let additional 0.5 using the same SOR

should be raised.

Decision On Survey Request - Void inspections can be undertaken by either a Housing Management officer or an Asset Management Surveyor. In cases where the work required is above a Housing Management Officers technical expertise a request should be made for an Asset Management Surveyor to undertake the inspection.

This decision should be guided by the following:-

- Structural works which include floors/walls/roofs; (New walls constructed to form additional bedrooms)
- Site works to remedy the safety and security of tenants(asbestos removal etc);
- Works to basic amenities (gas/electric/heating) only where lacking;
- Consequential works as a result of major works;
- Fire or flood.
- Any other reason that the Management Officer feels unable to make a reliable technical assessment

If the above applies refer to Major work void procedure.

Void Inspection – The aim of a void inspection is to decide whether the property is safe and secure, wind and watertight and is also habitable.

The Management Officer has a target of completing the inspection and ordering works within **3 working days**.

The Management Officer should undertake a full inspection of the property using the Void Inspection Sheet.

Checks need to be carried on the following:

External –

- All rubbish to removed from the garden
- All external sheds/outhouses to be inspected, if found to be unsound/dangerous, uneconomic to repair – must be taken down and removed.
- If shed or outhouse has been removed leaving a base incoming tenant to advise if they would require this.
- All paths, steps, handrails ramps etc to be safe and secure
- All boundaries to be secure and in good order – fencing and brick walls
- All gates to be secure and functional.
- All poor standard decking, patios, ponds etc to be removed.
- Pitched, flat roofs
- Chimneys
- Facias, soffits, guttering and downpipes
- Windows
- Doors and frames

Any immediate works relating to safety and potential leaks to the fabric of the building to be referred to the Asset Management Team.

If a garden is particularly overgrown, arrangements should be made to cut the grass, trim the hedges, cut back trees as appropriate. This will need to be raised with Street scene or if in a position to do so discuss with incoming tenant.

Internal –

Kitchens – number of units to be determined by the size and layout of the kitchen but should have a standard minimum issue of 5 units. If kitchen is unserviceable to advise Asset Management Team. - Also check if property is to be included in a recent improvement Programme.

- All doors, drawers and worktop to be clean and serviceable
- All doors and drawers to open and close without binding or catching. – Damaged or missing drawers are to be replaced.
- Non-standard units in good condition to be left in situ.
- Silicone to worktop edges should be sound sealing surfaces from water ingress.
- Plugs attached to sinks
- All floors to have vinyl tiles of one colour
- Glazed tiles to be replaced where damaged or removed where no longer required
- Note whether property has either gas or electric point for cooking appliance
- Check under kitchen sink for appropriate pipework and washing machine connection

Bathroom – If the bathroom is unserviceable to notify the Asset Management Team – also check if property is to be included in a recent improvement Programme.

- All fittings to be clean and free from stains, chips and cracks
- Plugs and chains to be attached
- All light fittings to be in a sealed unit
- WC seat to be renewed if broken or soiled
- All waste and water pipes to be clipped appropriately
- Water tank to be adequately insulated.
- Silicone glazed tiles around bath and WHB.
- Shower rail to be in place if necessary
- Electric showers to be checked as part of ROL safety check
- WC to be functional

Doors -

- All doors and frames to be securely fixed and free from rot
- All door furniture to be functional
- All doors to open and close correctly
- All glazed doors to have glass to suit function – ie safety glass where applicable
- All external doors to have appropriate draught excluders fitted
- All front external doors to have internal letter flap fitted
- Front doors to be correctly numbered and visible
- Appropriate mortice locks to be used on external doors

Windows –

- All timber windows to be free from rot, adequately fixed and secure
- All windows to open and close correctly
- All glazing to be freed from cracks and secure. Damage glazing to be removed
- All window furniture to be fully functional and secure. Replace defective furniture.
- Repair frames as necessary
- Curtain baton to be above each window

Walls / Ceilings –

- All cracks, nail holes and minor damage to be filled and made good.
- Any loose or crumbling plaster or damaged plasterboard to be renewed
- Remove any polystyrene tiles attached to walls or ceilings.

Floors / Stairs –

- All damaged floorboards to be repaired
- Any uneven floors to be made good
- All damaged defective treads, risers, balustrades and newels to be repaired.
- Any floor with hardboard covering to be adequately secured.
- Previous tenants' carpets or grippers can be left if in a good condition – but to be removed if incoming tenants does not require – Arrangements need to be put in place to action this.

On completion of the Void Inspection sheet it will be scanned onto the property address within Orchard.

Decoration Allowance - In circumstances where the decorative condition of any empty property is considered to be particularly poor by a Management Officer, a decoration allowance may be offered to the new tenant. Each room should be inspected with level of decoration broken down between woodwork, ceiling and walls. An allocated amount that befits the need should be given. This sum will not be paid to the new tenant until the Tenancy Agreement has been signed.

Golden Goodbye – If a property is in an excellent condition requiring no decoration, no repairs other than fair wear and tear, standard of garden good, and the tenant holds a clear rent account complete Golden Goodbye form. If the outgoing tenant is transferring the amount is £150.00, if the outgoing tenant is leaving the authority £150.00.

Rechargeable Repairs – Upon inspection all repairs that have been highlighted other than fair wear and tear will need to be recharged to the outgoing tenant. This will include;

- Decoration
- Sanitation
- Refuse – internal / external removal

This information will need to be added to a recharge form along with a relevant witness statement from the Management Officer. Once completed these forms should be passed to a Housing Team Leader to authorise and then passed to the Admin Team to raise.

Refuse / Sanitise – Where an initial void inspection is undertaken and it is evident that the Management Officer is unable to complete a comprehensive inspection because the property is fully furnished or is in urgent need of sanitising – this needs to be raised on Orchard **asap** accompanied with an E-mail to Street scene outlining what is required. The same procedure is to be applied upon completion of a void inspection which requires refuse or sanitising.

Raising a void ticket

All tickets should be raised in Orchard

Gas & Electric ROL

Type of Expense – Responsive Void Repairs

Principle Trade – Void Trades

Priority – (3 Days)

ROL Ticket placed on hold and released on day of sign up.

Additional ROL

Type of Expense – Responsive Void Repairs

Principle Trade – Void Trades

Priority – 7 (20 Days)

ROL Ticket placed on hold and released on day of sign up.

Must include single glazed units on ROL

All tickets raised need to be clearly noted as ROL

All work is to be completed whenever possible on the day of ROL, however, if this is not the case work should be carried out within 7 days of occupation. These works would normally include;

- Repairs to defective taps and plugs
- Small areas of floor or wall tiling
- Ease doors and windows

Raised on RBL

Type of Expense – Responsive Void Repairs

Principle Trade – Void Trades

Priority – 7 (20 Days)

RBL ticket to be released immediately

Must include double glazed units on RBL but raise a separate ticket all starting with RBL glazing.

All tickets raised need to be clearly noted as RBL work.

All info regarding measurements, locations that are not detailed with the individual SOR descriptions should be added to **Extended Text (DO NOT USE NOTES TAB)** to allow building services to read the specific information when the print the ticket.

This should include all quantities and locations for work to be carried out.

Any fixed price tickets should be raised as per the agreed fixed price procedure.

Completion – If a RBL ticket has been raised, the void Inspecting Officer (Management Office / Surveyor) should undertake a visit of RBL on day of works completion.

Each SOR item should be checked for quantity and quality.

Any snagging should be issued via email to Designated Officer on return to office with a request of when this work will be completed.

Notes to be added to Orchard Job ticket for unsatisfactory works. Please note unsatisfactory RBL work results in a delay in letting.

Management Officer discretion as to whether a sign up can go ahead on a pre-allocation.

Allocations – Follow the COMPASS process.

Accompanied View - The accompanied viewing will provide an opportunity to discuss the tenancy,

check through property information (such as heating instructions, location of stop tap and meters). Make the incoming tenant aware of repairs required, if necessary provide list of repairs at this time. Out-line our responsibilities and tenants.

Sign Up - Opportunity to sign the tenancy agreement, again check through property information (such as heating instructions, location of stopcocks and meters), check through information in the tenants handbook, assist in claims for benefits, arrange rent payments and confirm a new tenant home visit to be completed within three months after occupation. A checklist form will be completed by the Housing Officer. Management Officer to arrange ROL date, release gas / electric ROL tickets and additional ROL, removal of security. Advise on date the tenancy will commence and allocate keys appropriately. Provide list of repairs to be carried out. Notify Building Services as applicable if incoming tenant is required to be added to the Garden Tidy Scheme; also second opportunity to ensure that property has been removed if not required.

NB – If glazing is required once tenant has moved in need to check Orbis database for damages incurred at screen up.