

South Kesteven Void Quality Standard - SKVQS

What you can expect in your new home

We want to make sure we deliver a clean, safe and secure property to incoming tenants, within our targets for turnaround times, standard and cost. All our properties should meet our 'property standard'. Here's what our standard covers:

Security

We will:

- Renew locks to all lockable doors, including any outbuildings.
- Check any other security measures like window locks are working properly and give you the keys.
- Provide any communal entrance fobs or keys that are required.
- Where a Tunstall system is installed we shall ensure it is operational and upgrade the unit if required.

Electrics

We will:

- Carry out an electrical inspection, provide an electrical safety certificate and complete any necessary repairs to make sure electrical fixtures and fittings are safe.
- Ensure the property has a working mains smoke and carbon monoxide detector system as well as heat detector.
- Install 24-hour trickle fans or a Positive Input Ventilation (PIV) unit depending on property requirements and upgrade if required.
- Provide a minimum of x1 double USB socket in bedrooms, living room and kitchen in addition to standard sockets.

Gas

We will:

- Undertake a gas safety check, provide safety certificate and carry out any necessary repairs.
- Arrange for a turn on and test of the gas once the tenant is in situ.

Smoke Alarms and Carbon Monoxide Detectors

We will:

- Adequate numbers of smoke alarms will be fitted, and Carbon Monoxide Detectors where required.
- Where these are provided, they will be checked and serviced.

Plumbing

We will:

- Flush all systems to minimise the risk of Legionella and ensure there is hot and cold running water, and all taps are working properly.
- Check all accessible pipe work and tanks for leaks and blockages and carry out any repairs as necessary.
- Install a Surestop valve to the mains water supply.

Heating and energy efficiency

We will:

- Make sure the heating system is working properly.
- Provide a valid energy performance certificate.

- Provide advice and/or guidance on operation of heating system.

Damp

We will:

- All properties will be free from damp.
- The Council will ensure an exhaustive inspection whenever damp or mould is present and will undertake whatever works are needed, e.g., upgrading fans and ventilation

Kitchens

We will:

- Make sure the kitchen is adequate and has:
 - A kitchen sink unit with cupboard underneath
 - An electric cooker point
 - An electric point for a fridge freezer
 - At least two usable cupboards
 - Adequate work surface
 - Space and plumbing for a washing machine (unless communal facilities are provided)
 - A minimum of three rows of splashback above the cooker

Bathrooms

We will:

- Make sure all toilets, showers, baths, sinks and taps are working properly.
- Fit an electric shower
- A minimum of three rows of splashback around the sink and full height tiling in shower
- Ensure all sealant around baths, basins and sinks is in good condition.
- Remove any existing shower curtain where present and/or replace with new.
- Replace all toilet seats.

Roofs, guttering & outside maintenance

We will:

- Ensure the property is wind and weather-proof
- Clear the loft of any rubbish and ensure the fire break is intact.
- The loft hatch is to be fitted with a suitable Fire Brigade lock so that it is kept out of use.
- Check rain-water goods are in good condition and clear any blockages or make repairs if necessary.
- Remove any outbuildings or structures which are not safe.
- Ensure any outbuildings are in good condition and watertight.
- Provide an outside light at front of property.

Doors, windows & stairs

We will:

- Make sure all doors are in good working order and that any glass panels in doors and side panels meets current safety standards
- Make sure all windows and locks are in good working order and reseal any gaps around the windows.
- Replace any blown or cracked double glazed units.
- Check that staircases, banisters and balustrades are secure and safe
- Make sure there are curtain battens fitted above all windows.

Walls & ceilings

We will:

- Check the plasterwork on exposed walls and ceilings is in good condition and repair/replaster where condition is poor.
- Strip wallpaper where damaged or where it is suspected that walls underneath may be damaged.
- Remove all polystyrene ceiling tiles and skim coat plaster repair over area of removal if required.
- Mist coat emulsion paint to walls where wallpaper has been removed or to all newly plastered surfaces.
- Ensure that where signs of damp are identified we will treat it.

Floors and floor coverings

We will:

- Remove any fitted carpets and floor coverings, except any non-slip flooring to kitchen and bathroom which is in good condition.
- Install non-slip flooring to kitchen and bathroom if not present.
- Secure and/or repair any loose or broken floorboards.
- Ensure that your flooring is level and safe allowing you to fit the floor covering of your choice.

Decoration & cleaning

We will:

- Offer you a decorating allowance for some rooms if they are in a poor condition.
- Ensure all surfaces, including woodwork are free of flaking paint and ready for decorating.
- Remove any graffiti
- All floors and stairs will be swept and wet mopped where possible.
- Bathroom and WC floors will be disinfected.
- All doors (internal and external), doorframes, windows, window frames, windowsills, skirting boards, radiators, and pipe works will be washed down and wiped cleaned.
- Cobwebs will be removed from all areas.
- All sinks, basins, taps, tiled areas, and showers will be cleaned and sanitised.
- Kitchen units, including all work surfaces, cupboards and drawers will be cleaned and sanitised internally and externally.
- All toilets and pipe work will be cleaned.
- If the property shows signs of vermin or insect infestation, then fumigation or other appropriate treatment will take place. Prior to this becoming the tenant's responsibility from commencement of tenancy.

Aids and Adaptations

We will:

- These will be left in situ unless instructed to remove. All aids and adaptations will be checked, and repairs undertaken as necessary to ensure they are safe to use.

Gardens

We will:

- Clear the garden of any rubbish.
- Ensure grass and hedges are cut where necessary
- Fill or remove any garden ponds
- Ensure fencing that borders a public space is in good condition and that all other boundaries will be marked by at least post and wire.

- Ensure that paths leading to main doors are free from trip hazards.

General maintenance and future upgrades

We will:

- Inform you of any works due to be carried out at your property within the following 12 months.
- Check the property for asbestos and where it is identified it will either be removed or left in a safe condition.
- Not all repairs will be carried out before re-letting. Some repairs may be completed once the incoming tenant has moved in. These will be repairs that wouldn't prevent the tenant from living in the property.
- The new tenant will be advised of any outstanding work during viewing and/or during sign-up. New tenants will be asked to sign an acceptance form that confirms the property is of an acceptable standard, with any repairs due after re-let clearly noted.