

Lochaber Housing Association Letting Standards

The following standards were consulted and agreed by tenants and cover both the relet of properties by Lochaber Housing Association (LHA), but also the standard we expect tenants to return properties and occupy them. LHA recognises that some of the standards will be higher for those being returned or let compared to those being occupied as standards, can vary.

Void Relet Standard

LHA aims to ensure that all empty properties (known as void properties) are returned to a safe and fully lettable condition as soon as possible.

LHA will ensure that all empty properties meet the agreed void standard unless an agreement has been reached with a tenant to accept the property early and allow for certain repairs to be carried out when occupied, or where a decoration voucher has been issued or rent discount offered, where the tenant has agreed to occupy early and carry out such work.

In summary, properties should be:

- in a clean condition
- fit for purpose of let, structurally sound, wind and water proof
- free of all rubbish, furniture and personal belongings (the outgoing tenants are expected to clear such items and the cost of their removal should be re-charged to them. LHA will on occasion agree to items remaining where the incoming tenant accepts ownership and responsibility)
- free from damp or infestation which could be prejudicial to health or cause potential damage to the structure
- fixture and fittings will be fit for purpose, in good operative condition and free from damage
- all sanitary ware will be clean and in good working order
- kitchens will be clean and free of grease - worktops and other surfaces will be hygienic
- electric and gas installations must be safe and have been tested as part of the void works. Copies of safety certificates are to be given to incoming tenants as part of the signing of the new tenancy agreement.
- gardens will be clear, tidy and fit for purpose.

Where decoration is required, LHA will normally offer a decoration allowance. We will carry out decorations only where properties are in very poor decorative condition.

The present target is that all void works will be completed in 14 working days, but the Association encourages zero day voids where possible.

Tenant Termination Standard (as left by the outgoing tenant)

In summary, properties should be:

- in a clean condition
- free of all rubbish, furniture, and personal belongings (the outgoing tenants are expected to clear such items and the cost of their removal should be re-charged to them. LHA will on

occasion agree to items remaining where the incoming tenant accepts ownership and responsibility)

- all repairs carried out which were identified at the pre-termination inspection (any repairs not carried out will be recharged in full)
- fixture and fittings will be fit for purpose, in good operative condition and free from damage
- decoration will be in a reasonable condition as assessed by our staff, free from damage on the walls or woodwork
- all sanitary ware will be clean and in good working order in terms of tenant responsibilities
- kitchens will be clean and free of grease - worktops and other surfaces will be clean
- gardens will be left clear, tidy and fit for purpose (outgoing tenants may be recharged for any work carried out by LHA to ensure the garden meets the standards for relet).

Minimum occupation standard expected by existing and new tenants

In summary:

- properties should not be cluttered risking both a fire hazard, or condensation and mould growth
- refuse and rubbish stored in a reasonable manner,
- free from damp or infestation which could be prejudicial to health or cause potential damage to the structure, where a tenant is responsible for such risks
- in a reasonably clean condition
- fixture and fittings will be fit for purpose, in good operative condition and free from damage
- all sanitary ware will be clean and in good working order
- kitchens will be reasonably clean and fit for purpose
- gardens will be clear, tidy and fit for purpose.

Where properties do not meet the standards

Occupied properties which do not meet the Associations standards, may be refused transfers, mutual exchanges or other tenancy changes unless brought to the agreed standard. Where it has been identified that a tenant is struggling consideration is given to the Associations Safeguarding Policy, Disrepair & Recharge Procedure or other relevant policies and procedures related to sustaining tenancies and helping tenants prevent homelessness.

The Association reserves the right to take reasonable actions to ensure properties are maintained to the standards and may recharge tenants in the event those actions incur costs i.e cleaning or clearing items. In some circumstances the Association may, as a last resort, take legal action to enforce the conditions of the tenancy agreement.