



# Empty Property Management Policy

## 2024-2027

### Version Control

Version	Changes	Approval Stage	Date
1	Original Draft	Internal	19/06/2024
2		Tenants/Public Consultation	
3		Head of Service sign off	
4		Cabinet	



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<p><b>Relevant Legislation</b></p>	<ul style="list-style-type: none"> <li>• Localism Act 2011</li> <li>• The Housing Act 1985</li> <li>• Local Government (Miscellaneous Provisions) Act 1982</li> <li>• Housing Act 1996 (Part 6)</li> <li>• Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended 2018. Approved Code of Practice and guidance</li> <li>• Health and Safety Legislation including Health and Safety at Work Act 1974</li> <li>• Housing Health and Safety Rating System (England) Regulations 2005</li> <li>• Control of Substances Hazardous to Health Regulations 2002 (COSHH)</li> <li>• Environmental Protection Act 1990</li> <li>• Building Safety Act 2022</li> <li>• Smoke and Carbon Monoxide Regulations 2015 and Smoke and Carbon Monoxide Alarm (Amendments) Regulations 2022</li> <li>• Homes (Fitness for Human Habitation) Act 2018</li> <li>• Gas Safety (Installation and Use) Regulations 2018</li> <li>• Electrical Safety, Quality and Continuity Regulations 2002 No.2665</li> <li>• Control of Asbestos Regulations 2012</li> <li>• Regulatory Reform (Fire Safety) Order 2005</li> <li>• Data Protection Act 2018 and GDPR</li> <li>• Equalities Act 2010</li> <li>• Disability Discrimination Act 1995.</li> <li>• Social Housing Act 2023</li> <li>• Regulator of Social Housing - Consumer Standards April 2024</li> </ul>
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## **1.0 Purpose of the Policy**

This policy details Cannock Chase District Council's (The Council) approach to ensuring that there is a consistent approach to dealing with Empty Homes Management across the Council which is in line with legal and regulatory requirements.

The policy establishes the actions the Council will take to ensure all residential empty property in the Housing Revenue Account (HRA) stock are appropriately and in a timely manner brought back into a condition and pre-determined lettable standard in line with the Council's obligations and to meet the requirements of existing and future resident's needs.

### **Aims**

The policy will ensure that a forward thinking and strategic approach is adopted to empty property management with the aim to:

- Minimise the length of time that a property is empty, the amount of rental income lost, and costs incurred
- Let the property in a clean and safe condition that meets the Lettable standard
- Meet customers' needs and maximises their satisfaction.
- Provide a value for money service
- Make best use of the empty property period to meet the council's investment requirements in line with the HRA Housing Asset Management Strategy 2024 - 27
- Meet the council's statutory, regulatory and compliance requirements.

## **2.0 Scope of Policy**

This policy should be used by all employees, residents, and stakeholders of the Council to understand the obligations placed upon the Council to ensure that a property is properly managed when it becomes vacant.

To ensure the property is brought up to the council's "lettable" standard before a new tenant moves in, and that the rent loss is minimised within the whole process.

This policy will, at all times, be aligned to the Council's Allocations Policy to ensure the most effective use of the housing stock in order to help meet housing need.

Empty property management policy includes the following activities:

- Tenancy Termination
- Inspections and Works
- Viewings and offers
- Creating tenancies
- Management of long term empty property
- Management of low demand properties

### **3.0 Definitions**

Throughout this policy document, it is inevitable that words or phrases are used that are readily understood by some reader, but which are new to other readers and their meaning is not immediately apparent. The meanings of some words/phrases used in this document are given below in appendix 1.

### **4.0 Consultation**

Consultation has taken place with the following. Their feedback has been considered and the policy update:

- Resident Engagement Focus Group
- Housing Maintenance Inspection team and Empty Property Direct Labour Team
- Tenancy Service Manager, Chief Internal Auditor & Risk Manager, Housing Property Services Manager, Assistant Manager Compliance and Assistant Manager Asset Management
- Senior Leadership Team

The Equality and Diversity Impact Assessment has been undertaken and shared as part of the consultation process.

### **5.0 Background and Context**

The Council through the HRA are committed to maximising its rental income and making the best use of available stock, through the efficient and effective control of empty properties (also referred to as void property/voids).

As the Council's HRA homes main source of income is derived from rents and service charges, steps need to be taken to minimise the length of time between tenancies. The Empty Property Management Policy has been developed to ensure that good performance is both regularly achieved and further built upon.

The primary objective of this policy is to minimise periods between tenancies whilst ensuring sensitive letting to develop balanced and sustainable communities.

Empty Property management is based on the Tenancy Services and Maintenance Service managing the process effectively and working closely with the outgoing tenant and as necessary, with other agencies or partners. It involves dealing with three key areas: -

- Tenancy termination
- Identification and completion of any work to the property
- Letting and occupation

This policy, together with the Tenancy Policy, Housing Operational Communal Policy, Repairs and Maintenance Policy and Rechargeable Repairs Policy will guide staff in ensuring that tenants are aware of their repair responsibilities and tenancy obligations.

This policy should be considered in conjunction with the Allocations Policy to ensure that the stock is well used in a way that meets local demand in a fair and equitable way. As the main provider of affordable homes, the council is committed to reducing homelessness and meeting housing need through maximising the use and occupation of its homes and the effective turnaround of empty properties.

This policy should also be read in conjunction with the following:

- Tenancy Agreement
- Housing Operational Communal Policy
- Repairs and Maintenance Policy
- Adaptations Policy
- Rent Setting Policy
- Income Collection Policy
- Rechargeable Repairs Policy
- Compensation Policy
- HRA Asset Compliance Policies - covering, Asbestos, Electrical Safety, Fire Safety Gas, Legionella -Water Hygiene and Lifting.
- Allocations Policy

## **6.0 Policy Detail**

The following section details the actions taken and measures that are in place to ensure the Council effectively manages empty homes within its stock in order to achieve value for money and make best use of its homes.

These actions and measures demonstrate the Council's commitment to ensuring a safe environment within which our residents can live and within which our staff can work, as well as satisfying our regulatory obligations.

### **Tenancy Termination**

Full details about ending a tenancy can be found in the Tenancy Agreement, including the requirement for a tenant to provide required written notice.

Where the outgoing tenant has given notice and fails to leave the property after the end of the notice period legal action may be taken to remove them from the property.

The Council will, wherever possible, inspect properties becoming vacant, both prior to and following the termination of a tenancy.

### **Pre-Termination Visit**

Once written notice ending the tenancy has been received, a pre-termination visit will be undertaken as soon as practicable. This visit will determine the condition of the property and highlight any repairs that the tenant will be required to undertake before leaving the property and where applicable, explain that the council reserves the right to recharge the outgoing tenant for any damages to the property caused by the wilful neglect or arising out of unauthorised alterations to the property.

In order to seek to reduce empty property rent loss, where possible 'Direct Lets' will be sought. These arise when a tenancy terminates, and a new tenancy starts the following day resulting in a zero day empty period. Maximising opportunities for direct lets is achieved through prioritising any voids for repairs and sign ups when a direct let is identified as being achievable.

Where improvement work has been carried out to the property the outgoing tenant may request compensation to cover part of the costs within 14 days of the end of the tenancy. Details may be found in the Repair Handbook/ a leaflet called 'Your Right to Compensation'

### **Post-Termination Inspection**

A post-termination inspection will be undertaken on all empty properties as soon as possible after the tenant leaves.

The purpose of this inspection will be to:

- Ensure the property is empty, and to remove any items that pose a risk to the health and safety of prospective tenant(s) or contractors
- Determine whether prospective tenants can be allowed to view the property
- Ensure the property is secure and change the front and back door locks.
- Identify any outstanding disrepair which may be the responsibility of the previous tenant
- Arrange for electrical appliances and installations to be checked and where it is likely that the property will be empty for 30 days or more drain down the heating and water systems (insurance requirements).
- Identify if the property requires a pre-clean or other works before the prospective tenants can view
- Identify works needed to comply with health and safety requirements including asbestos survey.
- Identify necessary repairs which are required to enable a property to be relet as soon as possible
- Apply a risk based approach to determining the appropriate level of security (if required).

### **Terminations Following the Death of the Tenant**

Where the tenant dies, the tenancy still needs to be terminated by the giving up to 4 weeks written notice. The Council may, however, agree to accept a shorter notice period. The next of kin or Legal Executor of the deceased tenant(s) will be responsible to clear the property within the notice period. If the property is not cleared during this time any additional weeks' rent will be charged to the estate until the tenancy is legally terminated.

The property will still be subject to a pre and post termination visit and personal circumstances will be taken into account in these instances. In the event that damage to the property has occurred owing to the wilful neglect of the deceased tenant or the carrying out of unauthorised alterations by the deceased tenant, then the Council may consider pursuing the estate for the costs of making good any damages caused by the deceased tenant during the tenancy.

### **Evictions and Abandonments**

The outgoing tenant is responsible for removing all personal possessions from the property by the end of the written notice period. However, there may be some instances where the tenant fails to give notice (either as a result of eviction or abandonment) and belongings are left in the property or where notice has been given but belongings are still left within the property. Once the notice period has expired and the tenant has left the property, the Council accepts no responsibility for any items left within the property or the land forming part of the tenancy.

For details relating to the storage and removal of personal belongings which have been left in a property are contained in the Goods left in Property Procedures and section 41 of the Local Government (Miscellaneous Provisions) Act 1982

### **Recharges**

The Council will seek to recover from the outgoing tenant any costs incurred by the Council arising as a result of wilful neglect on the part of the tenant and/or any other cost incurred as a result of any unauthorised alterations the property.

Further information on charges and recovery of rechargeable repairs are contained in the Recharge Policy.

### **Letting an Empty Property**

The Council aims to ensure that allocations are made giving full consideration of the customer needs, the property and any issues in the local area, in accordance with the Allocations Policy.



### **Selection of New Tenant(s)**

To ensure that empty property rent loss is kept to a minimum, the process of selecting a new tenant for a property will begin as soon as possible after notice is received from the outgoing tenant or the Council is made aware that the property will be available for re-letting. Prospective tenants will be selected in accordance with the Council's Allocations Policy. Where possible, a viewing for a prospective tenant will be undertaken prior to the outgoing tenant leaving the property in order to minimise any delay in allocating the property.

### **Viewings and Offers**

Once a suitable applicant has been identified they will be invited to attend a viewing at the property. The viewing is intended to ensure that the property is suitable and identify any specific work the applicant requires to enable them to move into the property. Requests for additional works will be considered in line with the Council's Repairs and Maintenance Policy.

Prospective tenants may be given the choice to keep some items that have been left in the property by the former tenant and disclaimers are entered into. If the outgoing tenant has left unfixed appliances, such as gas or electric cookers, fires or other white good in the property, the Council cannot take responsibility for maintaining these and they will therefore be removed and where possible offer these appliances to residents having followed a process to ensure they are fit for purpose. Any appliances that are fixed in the property such as showers and hard wired electric fires installed by the outgoing tenant, may be removed as part of the empty property process. However, if they are in good working order they may be retained and recorded as landlords fixtures and fittings, for which the Council will be responsible to repair and maintain.

Once the works have been agreed and the prospective tenant has accepted the property, a new tenancy start date will be agreed based on the works required. If additional works are identified delaying works completion, prospective tenants will be kept informed.

### **Creating New Tenancies**

As soon as all essential repairs are completed satisfactorily, the prospective tenant will be invited to sign the Tenancy Agreement which will be explained at sign up where additional information will be provided regarding the property as appropriate.

If the property has solar panels the incoming tenant will be advised of the additional equipment on the property and the management arrangements for repairs or maintenance. The property offer will be subject to the continued use of the solar panels and where a prospective tenant does not wish to accept this position the offer will be withdrawn and the incoming tenant will re-join the Housing Register, so they can be offered a property without solar panels.

All new tenants will be given the opportunity to provide feedback relating to the empty property management and allocations process which will be reported in accordance with the Council's KPI reporting framework.

### **Works to Empty Properties**

All properties will meet the lettable standard, as shown in Appendix 2. Prior to any works being undertaken the Council will ensure that there is an up to date asbestos survey for the property.

Tenants/prospective tenants will only be given accompanied viewings at the property during the works process if it is safe to do so and in accordance with health and safety requirements.

At the point of agreeing the lettable standard works required, planned programme works will be considered and a decision made to undertake these at that point or inline with the investment plan programme.

Decoration packs will be offered to all incoming tenant which enables the work to be completed by the tenant without a financial cost for materials to the tenant.

Internal decorating may be undertaken by the Council in exceptional circumstances. Exceptional circumstances may include a tenant moving into the property that is elderly or vulnerable and/ or the property being in a particularly poor state of decoration.

Adaptations will be considered as part of the allocations process and necessary works will be undertaken dependent on the individual needs of the residents.

### **Utilities and Services**

All properties will be inspected and be issued with both electrical and gas safety certification in line with regulations. All properties will have a valid Energy Performance Certificate (EPC) in place prior to the letting with a minimum rating of between A to E to mirror the Council's commitment to sustainability and compliance with minimum energy efficiency standards (MEES).

When a property has become empty the Council will cap both the electric and gas supplies in order to reduce any health and safety risks. Wherever possible the supplies will also be transferred to a preferred supplier in order to reduce any delays in managing the void process. Residents can choose their own supplier thereafter.

Incoming tenants will have a working electric supply at the point of sign up – subject to appropriate levels of payment on pre-payment meters.

The gas supply will not be uncapped until the tenant confirms that they have moved into the property, to ensure that any risks of gas build up are minimised. The Council aims to ensure that the gas is uncapped as soon as possible following the request of the resident. When the gas is uncapped the tenant will also be provided with the annual Gas Safety Certificate.

The Council will ensure the water supply/system within each property is maintained in accordance with the Legionella and Water Safety Control Management Plan.

Smoke and Carbon Monoxide alarms will be fully tested and installed where required and in line with the current regulations

### **Empty Property Requiring Major Works**

Where an empty property requires major works, and therefore a high level of investment is needed in order to bring it up to an appropriate standard, then an options appraisal may be undertaken in order to assess whether the works should be completed, or if the property should be taken out of use. This process will be undertaken with input from relevant teams including Finance, Tenancy Services, Housing Property Services and Maintenance.

Consideration will be given to:

- Level of rent loss if the property is not tenanted and the impact on the Housing Revenue Account
- The level of demand for the property type and area
- The overall cost of the works required

If the assessment finds that the works are financially viable, they will be completed. For properties where the assessment finds that it is not financially viable to undertake the works and there is little demand for the property type and/or area the option appraisal may identify that the property may be disposed of.

### **Low Demand Properties**

The priority for the Council is to ensure that all homes are let as soon as possible to tenants who are able to sustain the tenancy. A property will be considered to be low demand if there are repeat refusals and/or no suitable applicants on the Housing Register for the property.

Additional action(s) may be taken when a low demand property is identified in order to attract a suitable tenant. A combination of the following may be agreed and implemented:

- Additional internal works beyond the needs of the customer
- Internal decoration
- Reconfiguration of a property, i.e. bed sit converted into a flat as part of a remodelling a scheme
- Improved security
- Fencing and landscaping improvements
- Support for tenants moving in, including adaptations

### **Adapted Properties**

Properties which are adapted when they become empty will be considered in line with the Council's Adaptations Policy with the priority being to ensure best use of the adaptations. In some instances, where a property has major adaptations, the Council may choose to leave the property empty for a longer period until a suitable tenant, who requires the adaptations, can be identified. Decisions to remove major adaptations from properties will be made by Tenancy Services and the Adaptations Teams working together and based on all available information on the demand for the property.

### **Post Inspection**

When all repairs are completed, a post inspection will be carried out, a percentage of which will have an audit post inspection the line manager responsible for empty property works. For all returned and completed properties, the property will be returned for letting in a clean and lettable condition with a handover certificate confirming the property meets the Lettable standard

Where properties require post relet works after a new tenancy has started, these works will be identified to the new tenant at the point of the new tenancy sign-up taking place. These could include some minor empty property repairs (additional to the lettable standard or not possible to undertake to the standard prior to the letting) but also some planned capital improvement type works. Completing these works after the tenancy has started will minimise any impact on empty property performance including rent loss, whilst also giving the tenant the opportunity to move quickly into their new home and in many cases, enabling them to be part of any choice offered within the capital improvement programme.

## 7.0 Responsibility under this Policy

The roles and responsibilities for key stakeholders across the Council are detailed below.

Note - these are the roles and responsibilities in specific relation to the delivery of this policy only

**Chief Executive** has overall responsibility for ensuring the Council's Housing Stock is safely managed. They will discharge their responsibilities for the delivery of services and Health and Safety Duties to the Deputy Chief Executive, Place and Head of Housing & Corporate Assets however the Chief Executive will retain an oversight on progress/performance.

- **Housing Board Members** will review reports and/or performance indicators that provide progress updates to the Council's Cabinet to ensure that the Council is meeting the requirements of its regulatory obligations and the policy measures.
- **Deputy Chief Executive, Place and Head of Housing & Corporate Assets** will be responsible and accountable for the overall implementation and regular reviews of this policy ensuring its objectives are achieved. They will ensure adherence to the empty property procedure ensuring timely action is taken to bring property back into use. They will ensure that any compliance and/or Health & Safety related issues are brought to the attention of the Council's Cabinet and provide regular updates on service delivery against budget to the Housing Board, and the Chief Executive.
- **Tenancy Services Manager** will work closely with the Maintenance Manager to ensure that regulatory obligations and policy measures are being adhered to and services delivered in line with budget.  
**Tenancy Services Manager, Maintenance Manager and Housing Property Services Manager** will be responsible for the overall implementation, and regular review, of this policy and ensuring its objectives are achieved. They are also responsible for compliance performance reporting to the Head of Housing and Corporate Assets. They will manage the team members responsible for the day-to-day operational delivery of the empty property service and process to ensure the policy is delivered.
- **Tenancy Service Team and Maintenance Inspectors**, as appropriate, working together will be responsible for the day-to-day operational delivery of the empty property service and process. They will effectively manage the performance of the service including in house operatives and external delivery contractors, proactively monitoring service delivery against targets. They will ensure all works and certification are received and verified to ensure the predetermined requirements and the lettable standard is achieved.

## **8.0 Risk Management**

The risks of not following this policy are that the Council will not comply with the Social Housing Act 2023 and the Regulator of Social Housing Consumer Standards April 2024 and will fail to appropriately deliver the aims as set out in the policy.

This may result in:

- Action by the Regulator of Social Housing in line with powers under the Social Housing Act 2023.
- Impact on the overall value of the housing stock and financial viability of the Housing Revenue Account due to failure to maintain properties to a good standard
- Reputational harm as a result and loss of confidence by stakeholders in the organisation
- Maintenance of income and expenditure within agreed budget levels not achieved impacting on investment opportunities in new and existing homes.

## **9.0 Performance and Management of this Policy**

The KPI report specifically includes progress on the management and delivery of the empty property management process and monthly report are provide to the Head of Housing & Corporate Assets to be presented to Housing Board for scrutiny.

The reports will include (but not limited to);

- Number of voids in the period
- Average time taken to relet properties (by type)
- Average Rent Loss

## 10.0 Approval

Strategic Lead:

Sign/Date

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## 11.0 Contact

To find out more about this policy please contact:

Housing Property Services Team

Housing Services,

Cannock Chase Council

Civic Centre,

Beecroft Road,

Cannock,

Staffs,

WS11 1BG

Telephone: 01543 462621

E-Mail: [hps@cannockchasedc.gov.uk](mailto:hps@cannockchasedc.gov.uk)

## Appendices

### Appendix- 1 Definitions

**Decent Homes Standard** - a standard set nationally which states that a Decent Home is one which meets all statutory requirements in relation to the Housing Health and Safety Rating System, is in a reasonable state of repair, has reasonably modern facilities and provides reasonable thermal comfort.

**Major Adaptations** - refer to changes to the property or equipment provided in order to assist a disabled person to live more independently.

**Empty Properties** are defined as "houses for which there is a current rent account, but for which no current tenancy exists, thereby incurring a rent loss." This broad definition applies to all empty property, whether the houses are empty for one day or any other longer time period.

**Major Works** – a major void is one which requires capital investment/works to meet the lettable standard. Planned Improvement Works - include the replacement or renewal of building elements or components due to them reaching the end of their life, for example windows, kitchens and bathrooms.

**Post-termination** – refers to the period immediately after the tenant has left the property.

**Pre-termination** – refers to the period after the tenants has given notice to leave but has not yet left the property.

**Recharges** – is the cost of repairing or putting right damage or neglect to properties. The costs are charged to the tenant and reclaimed.

**Tenant Improvements** – is the term used for works carried out on the property by the tenant (usually with permission from the council).

**Value for Money** – is the overall value based on cost, efficiency and effectiveness.

**Empty Property Management** – is the process of bringing an untenanted property up to standard to enable a new tenant to move in.



**Appendix 2- Lettable Standard**



# The Letting Standard



## Policy Statement

Cannock Chase Council will carry out necessary repairs to empty properties to a standard which ensures they are fit for immediate occupation. All properties will be left in a safe, clean and tidy condition. Some work can be carried out with the minimum inconvenience to the new tenant and that work will be completed after occupation.

## Aims

This lettings standard aims to ensure that all properties are offered to prospective tenants in a condition which allows immediate occupation whilst also ensuring that the property remains empty for the shortest time possible reducing rent loss.

## Decent Homes Standard

The Council aims to complete as many repairs to its properties through a system of programmed maintenance, however, some planned works may be carried out during the empty property period and although this may prolong the turnaround time of a property, it will greatly reduce the inconvenience for the incoming tenant in the longer term.

## Internal Works

1. The property will be cleared of household rubbish from the garden area, outbuildings, garages, loft space and all rooms within the dwelling, including white goods. \* if excessive rubbish is left at the property, the outgoing tenant will be charged for its removal.
2. The property will be swept clear of repair debris and all surfaces will be disinfected with particular attention to kitchens and bathrooms.
3. The property will be free from damp and mould, and causes of damp and/or mould will be investigated and appropriate remedial work undertaken before the incoming tenant moves in.

## Decoration

2. Each empty property will be assessed by a Housing Maintenance Officer and a schedule of works will be drawn up for any repairs required. Where a property does not require redecoration, a decoration pack will be allocated to the incoming tenant that will allow sufficient materials and accessories to decorate all rooms.
3. Properties will only be decorated by the Council where the Housing Maintenance and/or Tenancy Services Manager are satisfied that:
  - a) The incoming tenant is unable to carry out the work themselves due to age or disability.
  - b) The property is in such a condition that it would be unreasonable for a prospective tenant to occupy the property until decoration works have been carried out.
  - c) The decoration of the property will aid a quicker relet.

## Maintenance of your new home (relet pack)

A relet pack will be provided to the new tenant including as a minimum:

- a) Two sets of keys for each entry/exit door
- b) Window lock keys (if the property has existing window locks)
- c) Void gas inspection sheet
- d) NICEIC periodic inspection certificate
- e) Energy Performance Certificate
- f) Asbestos location register (subject to survey)
- g) Repairs Handbook

## External Works

1. Access pathways leading to and from the front and rear doors will be even and free from trip hazards and all inspection covers will be sound. The Council will not ordinarily carry out works to front or rear gardens.
2. Locks to external doors, including patio doors and outhouses will be changed and window lock keys provided for existing window locks.
3. Window glazing will be free from cracks and breakages: if glazing is replaced it will be kite marked laminated/ toughened safety glass (where required) and subject to the condition, glazing will be replaced following occupation.
4. The property will be free from all insect and rodent pests which could constitute a threat to health.
5. Timber flooring will be secure and free from tripping hazards, treads and nosing's to staircases will be sound and secure.
6. Existing handrails and balusters will be secure.
7. Concrete kitchen and bathroom floors and concrete stairs will have floor tiles patch repaired or replaced (if fitted).
8. All other concrete floors will be latex finished.
9. As far as is practicable, walls will be ready for decoration, however, not all walls will have wallpaper removed and so inspection of plasterwork will therefore only be carried out if decoration removed.
10. All polystyrene ceiling tiles will be removed and ceilings made good.
11. Air bricks to suspended ground floors will be checked for blockages.

## Electrical Installations

1. Electricity circuits will be tested and inspected and the installation made satisfactory
2. Two mains wired smoke detectors (one in bungalows and flats) will be in place and tested and a CO alarm will be fitted to each room where a council owned appliance is fitted.

## Gas

1. Gas supply will be “spin capped”, all fixed appliances tested and a gas soundness test carried out, including the provision of a gas cooker point.

## Heating

1. All properties should have appropriate adequate space heating.

## Kitchens

1. Kitchens, space permitting will have a range of units with a minimum storage space (where possible) and will conform to the government’s decent homes standard
2. Broken or missing wall tiles will be replaced, and walls be washable/wipeable.
3. Kitchens identified as not having the minimum storage capacity or they meet the Councils criteria for kitchen refurbishment will be included in the existing kitchen replacement program or replaced during the empty property period.

## Bathrooms

1. Bathrooms, space permitting will have the following:
  - a) Low level w.c.
  - b) Wash hand basin
  - c) Bath or shower (bath will be the standard provision for empty properties)
  - d) New w.c. seat

2. Existing sanitaryware will be free from defects and securely fixed and sealed
3. Broken or missing wall tiles will be replaced
4. Bathrooms meeting the Councils criteria for bathroom refurbishment will be included in the existing bathroom replacement program or, depending on its condition, replace during the empty property period.

### **Non-standard structures, installations or appliances**

1. Non-standard structures, installations or appliances will be removed if in an unsafe or unsuitable condition, this includes vehicle hard standings. Those found to be in a satisfactory condition may be gifted to the incoming tenant in agreement with them and they will be advised that they take on full ownership. (Note: Electrical/gas items will be tested to ensure they comply with current statutory regulations).
2. Existing TV aerials, aerial sockets or telephone sockets will be left in the property, but they are not installed or maintained by the Council.

# WARNING

## STEAM STRIPPER USE



PLEASE TAKE CARE WHEN USING STEAM STRIPPERS



EXCESSIVE USE OF STEAM STRIPPERS CAN LEAD TO SEVERE DAMAGE TO PLASTER WALL & CEILING FINISHES

WHERE DAMAGE IS SUSPECTED AS A RESULT OF INAPPROPRIATE USE OF STEAM STRIPPERS A TENANT MAY BE LIABLE FOR RECHARGE

FOR FURTHER INFORMATION PLEASE CONTACT THE HOUSING REPAIRS TEAM ON 01543 462621

This leaflet can be provided in Braille, on audio cassette tape/disk and **large print** on request to Cannock Chase District Council on: -  
01543 462621

? =  01543 462621

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[www.cannockchasedc.gov.uk](http://www.cannockchasedc.gov.uk)