



Re-let Standard Policy

Document No. MP8

Version: 3

Responsible Officer: Head of Housing & Customer Services

Date Approved: 22/09/2022

Review Date: September 2025

Regulatory Standard: 1,2,3,5



INVESTOR IN PEOPLE

Providing homes, supporting communities

Contents

- 1.0 Hjaltland Values
- 2.0 Introduction
- 3.0 Policy Statement
- 4.0 Regulatory Framework / Legal
- 5.0 Responsibilities
 - 5.1 Committee
 - 5.2 Executive Team
 - 5.3 Senior Leadership Team
 - 5.4 Responsible Persons
 - 5.5 All Staff
 - 5.6 Third Parties
- 6.0 Definitions
- 7.0 Policy Arrangement or Procedure
- 8.0 Related Policies, Documents & Forms
- 9.0 Equality, Diversity and Human Right Impact Assessment
- 10.0 GDPR
- 11.0 Monitoring and Review

1.0 Hjaltland Values

Our Vision

Providing homes, supporting communities

Our Values

Teamwork

Working together as one team, to the benefit of our customers. To demonstrate and extend trust in each other.

Open, Honest & Inclusive

We offer a people focused service that is centred in fairness and integrity. We believe in being open, honest and respectful in everything we do.

Ownership

We expect our staff to take responsibility for their actions and give them the freedom to do their job in a positive working environment.

Quality

We value quality in everything we do from the standard of our product to the level of service we provide. We take pride in making a difference in communities and providing continuous improvement.

Innovation

We seek to ensure we have sustainable housing, fit for future generations, maintained and developed to the highest possible standard.

2.0 Introduction

This policy has been established to ensure consistency of all Hjaltland Housing Association activities.

The purpose of this policy is to outline the Hjaltland Housing Association standards with regards to the standard of accommodation at the point of signing up a new tenant.

Each employee is an important contributor to the Hjaltland Housing Association vision and each employee is needed at work to assist in the accomplishment of Hjaltland Housing Association's values.

To ensure effective and efficient operations of the Hjaltland Housing Association and provide the best possible work environment to employees, Hjaltland Housing Association expects employees to adhere to the standards as outlined in this policy.

3.0 Policy Statement

Hjaltland Housing Association and our employees recognise the legal obligations placed on them by the Housing (Scotland) Act 2001 and of any other statutory provisions and regulations applying to its activities, and aims to:

- Ensure all properties meet an appropriate standard of repair and cleanliness when being offered for rent, and that an approved re-let procedure is followed by all Officers involved in the process.
-
- Maximise income to the Association, and therefore maximise value for money to all tenants, a further aim is to minimise long void periods and rent loss by re-letting properties quickly and efficiently.
-
- Have an average re-let time of 10 calendar days, as stipulated within the Business Plan. To ensure the condition of property at re-let is not compromised by a quick re-let target, Housing Officers complete a tenant satisfaction survey on the condition of property at re-let, and this will be done within 6 weeks of tenancy commencement.
-

Employees [and any sub-contractors] have a duty to co-operate in the operation of this policy by fulfilling the responsibilities placed upon them.

Signed

[NAME]
[POSITION]

Date: [FULLDATESIGNED] Planned Review Date: [FULLDATEPLANNED]

4.0 Regulatory Framework / Legal

All registered social landlords must comply with the legal requirements contained within the Housing (Scotland) Act 2001, in addition to the Scottish Housing Quality Standards, where were implemented in February 2004. Void management is a core function of Hjaltland Housing Association and is a Key Performance Indicator (KPI) used by the Scottish Housing Regulator when assessing a social landlord's overall performance, as reported through the Annual Return on the Charter.

Hjaltland Housing Association has a range of duties, obligations and responsibilities placed on them by legislation and through statutory guidance. These include achieving the standards and outcomes in

the Scottish Social Housing Charter, duties to help people who are homeless, duties around the safety of tenants' homes, and promoting equality and human rights.

Hjaltland Housing Association also have requirements placed on them by other regulatory bodies, including the Office of the Scottish Charities Regulator, the Equality and Human Rights Commission, the Care Inspectorate, Audit Scotland and the Scottish Public Services Ombudsman.

Hjaltland Housing Association will ensure that we meet all of our legal duties and responsibilities and that we adhere to relevant guidance and the requirements of other regulators.

Relevant Regulatory Standard: 1,2,3,5

[RELEVANT LEGAL REGISTER & APPLICATION]

5.0 Responsibilities

5.1 Committee

It is recognised that the Management Committee, while not actively involved in the day to day running of the organisation, is collectively responsible for providing leadership and direction.

Committee Members are responsible for ensuring that Hjaltland Housing Association fulfils its statutory obligations and allocates adequate resources to do so.

5.2 Executive Team

The Chief Executive is responsible for ensuring that the Committee's policy objectives are achieved and that policy and performance are kept under active review to address any changes required. The following individual post has been allocated overall responsibility within the terms of our policy:

- Bryan Leask, Chief Executive Officer

5.3 Senior Leadership Team

Due to the 'managerial' function performed by Heads of Departments it is accepted that they will be best placed to identify and control any concerns within their departments. Day to day responsibility for ensuring the policy is put into practice and consultation with employees is delegated to:

- Heads of Departments

They will ensure:

- The objectives and guidance outlined within our management system is fully understood and observed by persons under their control;
- Responsibilities are clearly defined and allocated / delegated to the appropriate levels within their areas of responsibility;
- The policy statement will be brought to the attention of all employees under their control;
- Any changes to the policy or our arrangements are brought to the attention of all persons under their control;

5.4 Responsible Persons

It is important that policy standards are maintained and improved therefore where necessary specific roles within Hjaltland Housing Association, have been allocated additional responsibilities. Where this responsibility is specific to a subject area, the details of the responsible person are communicated to employees in writing or verbally as required.

These Responsible Persons will also be required to monitor their areas of control as well as the performance and activities of all persons under their control to ensure that acceptable standards are maintained.

Relevant responsible persons are:

- Head of Housing & Customer Services

5.5 All Staff

- Employees will comply with the policies, procedures and arrangements set out in the Management System together with any information, instruction and training provided. In addition, any risk control measures and equipment provided to ensure safe-working practices will be properly used.
- Employees will report to their Head of Department or other member of management any identified breaches of procedures, any accidents or incidents in any aspect, which appears to them to give rise to a significant risk to employees or other persons. Such reports will be made without undue delay.
- Employees will inform their Head of Department or other member of management, without undue delay, where they believe that further training or other risk control measures would be beneficial.
- Employees will co-operate in all programmes, training, assessments and other initiatives that are intended to reduce risk and will actively implement any control measures identified as being required.

- Employees will not participate in horseplay, practical jokes or other acts, which may result in harm being caused to themselves or to other individuals.
- Demonstrate their commitment by their behaviour and co-operate in the investigation of accidents and incidents;

5.6 Third Parties

- Contractors working on behalf of Hjaltland Housing Association will be expected to meet repair timescales to assist in reducing the length of time between tenancies, ensuring workmanship is of a high and acceptable standard.

6.0 Implementation

The re-let standards have been considered and approved by the Association's Tenant Focus Group.

It is important that when a property becomes available for let that work is carried out to ensure it meets the minimum re-let standard as set out below. These standards will also be used to inform tenants how a property should be returned to the Association, upon termination. Where the Association is required to complete work to bring the property up to the re-let standard, for repairs other than wear and tear, the out-going tenant will be recharged the direct cost incurred.

The Association will try to carry out any necessary works prior to the outgoing tenant leaving the property or during the void period if possible. In some circumstances we may have to carry out some repairs and improvements after the new tenant has moved in, but only where this does not compromise the health and safety of the occupants, or where the repair would not prevent the tenant moving in. Where repairs are completed after the tenancy commences, the new tenant will be informed of what these works are and the timescales for completion. The Association will implement an end of tenancy procedure to ensure properties meet the re-let standard.

7.0 The Re-let standards

General Cleanliness

- The property will be cleared of furniture and belongings from the previous tenant (unless by prior agreement between the out-going and in-coming tenant, where the Association has been notified)
- kitchen and bathroom surfaces to be clean.
- Property to be free from excessive smell, dust, grease or mould
- Lofts and out buildings will be emptied.
- Where the incoming tenant has agreed with the tenant to purchase flooring, curtains etc. the Association will not be responsible for cleaning these items.

Garden Areas

- Gardens will be cleared of the previous tenant's belongings and be left in a presentable standard. Where the outgoing tenant has not maintained the garden, arrangements will be made for the grass to be cut at the earliest opportunity, weather permitting, but this may not occur before the new tenancy starts.
- Any sheds left by the previous tenant may be retained if in good condition and as long as the incoming tenant signs to accept responsibility for its on-going maintenance and the relevant permissions have been granted. Where the incoming tenant does not want to take on responsibility for the shed, it must be removed, along with the foundation and any services.

External Areas

- We will take reasonable measures to ensure that all paths and steps which we are responsible for are in good repair.
- We will make sure that all fencing for which we are responsible is complete and that gates are working.

TV Aerials and satellite dishes

- Communal TV aerials and satellite systems will be maintained by the Association to provide a signal only to each property.
- A subscription to a TV provider is the tenant's responsibility.
- Any aerials and dishes left by the previous tenant may be retained as long as the incoming tenant signs to accept responsibility for their on-going maintenance and the relevant permissions have been granted.

Heating

- We will make sure that the heating system is in working order and we will provide written instructions for new tenants. We will offer a technical induction visit to all new tenants.
- A valid Energy Performance Certificate will be displayed in all properties at the point of re-let.

Electrics

- All electrics will be checked and all properties will have a valid EICR certificate where a full test has been completed within a 5 year period.
- If alterations to the electric system have been undertaken by the previous tenant they will be removed and an electrical inspection carried out.

Gas/Electric cooking

- The new tenant is responsible for the re-connection of cookers and qualified fitters should carry out this work.
- If there is a gas cooker pipe in place this will be removed or capped.
- We will make sure that an electrical cooker connection is in place.

Smoke/heat alarm

- The smoke/heat alarm(s) will be tested as part of the electrical safety check and all properties will meet the Tolerable Standards Housing (Scotland) Act 1987 (Tolerable Standard) (Extension of Criterion) Order 2019

Exterior doors

- Front, back and patio doors will be secure, wind and watertight.
- Two sets of keys will be provided for each exterior door.

Floors/stairs

- All loose or missing floorboards will be re-secured or replaced.
- The floor surface will be suitable to lay floor coverings.
- All staircases will have a secure handrail.
- Where the incoming tenant has agreed to take over any flooring from the outgoing tenant the Association will not be able to replace or secure floorboards unless the floor coverings are removed.

Walls and ceilings

- We will make sure that all wall and ceiling finishes, skirting boards and door facings are sound and free from significant holes, defects, damp and mould growth.
- The plaster to walls and ceilings will be ready for decoration.

Decoration

- The new tenant is responsible for the redecoration of the property.
- Where the décor falls below the standard considered acceptable by the Association, a decoration allowance will be given to the tenant in the form of vouchers to use at local outlets.
- Where a property has excessive cigarette smoke damage, or other staining, remedial action will be undertaken to prepare the property for decoration.
- The sum of the decoration vouchers will depend on the level of decoration required and generally covers the cost of buying paint. The maximum allowance granted is normally up to
 - £50 for 1 bedroom property
 - £75 for 2 bedroom property
 - £100 for a 3+ bedroom property

Kitchen units

- We will make sure that all kitchens are in working order and will have adequate space for a cooker and fridge (Standard 600mm unit space).

Bathroom suite

- All bathrooms will be fully operational prior to re-letting.

- All bathrooms will have either a bath and / or a shower, WC and wash hand basin in good working order.
- Any shower that has not been installed by the Association will be checked for safety purposes and may be retained as long as the relevant permissions are in place and the incoming tenant signs to accept responsibility for its on-going maintenance.

8.0 Related Policies, Document & Forms

Policies

- MP1 – Aids & Adaptations Policy
- MP7 – Maintenance Policy

Documents

- SS30 Void Properties Procedure

Forms

- F79 Vacating Property Survey

9.0 Equality, Diversity and Human Right Impact Assessment

The Association is committed to promoting positive measures that eliminate all forms of unlawful or unfair discrimination on the grounds of age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation. Our aim as landlord, service provider and employer is to recognise the needs of all individuals, and ensure these commitments are evident throughout every aspect of our business and our activities.

The Association assesses and reviews all new and revised policies and procedures, and an Impact Assessment is available.

10.0 GDPR

The Association will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in Hjaltland Housing Associations Privacy notices.

11.0 Monitoring and Review

Employees [and any sub-contractors] have a duty to co-operate in the operation of this policy by fulfilling the responsibilities placed upon them.

As stated, the operations of the company and this policy will be reviewed at regular intervals or in light of changing company circumstances, procedures and statutes. These changes will be brought to the attention of employees and others whose health and safety may be affected by such changes.

Planned Review Date: 2025




MINIMUM STANDARDS FOR RE-LETTING PROPERTIES




Address;

Date of Final Inspection:

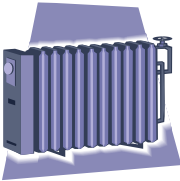
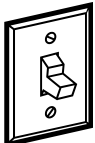


This document sets out the minimum standard that Hjaltland Housing Association properties will meet when they are let to new tenants and demonstrates to tenants the condition in which the property should be left when they move on.

Work to bring the property to this standard should be carried out before you move in, however occasionally (but with your knowledge) some work may be carried out after your tenancy begins. You will be informed when you sign your tenancy agreement what work still has to be completed and an estimated timescale for it to be done.






| Works | Minimum Standard | Comment on standard at final inspection |
|--|---|---|
| General Cleanliness  | The property will be cleared of furniture and belongings from the previous tenant, kitchen and bathroom surfaces to be clean. Lofts and out buildings will be emptied. Where the incoming tenant has agreed with the tenant to purchase | |

| | | |
|---|---|--|
| | flooring, curtains etc. the Association will not be responsible for cleaning these items. The property will be free from noticeable smell, dust, grease or mould. | |
| Garden Areas  | Gardens will be cleared of the previous tenant's belongings and be left in a presentable standard this includes the cutting of the grass (weather permitting). Any sheds in good condition left by the previous tenant may be retained as long as the incoming tenant signs to accept responsibility for its on-going maintenance. | |
| External Areas  | We will take all reasonable measures to ensure that all paths and steps which we are responsible for are in good repair. We will make sure that all fencing for which we are responsible is complete and that gates are working. | |
| TV Ariel's and satellite dishes  | Communal TV Ariel's and satellite systems will be maintained by the Association to provide a signal only to each property. A subscription to a TV provider is the tenant's responsibility. Any Ariel's and dishes left by the previous tenant may be retained as long as the incoming tenant signs to accept responsibility for their on-going maintenance. | |



Providing homes, supporting communities

| | | |
|---|---|--|
| Heating  | We will make sure that the heating system is in working order and we will provide written instructions for new tenants. We will offer a technical induction visit to all new tenants. An EPC will be on display | |
| Electrics  | All electrics will be checked. If alterations to the electric system have been undertaken by the previous tenant they will be removed and an electrical inspection carried out. | |
| Gas/Electric cooking  | The new tenant is responsible for the re-connection of cookers and qualified fitters should carry out this work. If there is a gas cooker pipe in place this will be removed or capped. We will make sure that an electrical cooker connection is in place. | |
| Smoke/heat alarm  | The smoke/heat alarm(s) will be tested as part of the electrical safety check. | |

Providing homes, supporting communities

| | | |
|---|--|---|
| <p>Exterior doors</p>  <p>[NAME] Policy</p> | <p>Front, back and patio doors will be secure, wind and watertight. Two sets of keys will be provided for each exterior door.</p> | |
| <p>Document No.: GP1 Version: 4</p> <p>Pa  Floors/stairs</p> | <p>All loose or missing floorboards will be re-secured or replaced. The floor surface will be suitable to lay floor coverings. All staircases will have a secure handrail.</p> <p>Where the incoming tenant has agreed to take over any flooring from the outgoing tenant the Association will not be able to replace or secure floorboards.</p> |  |
| <p>Walls and ceilings</p>  | <p>We will make sure that all wall and ceiling finishes, skirting boards and door facings are sound and free from significant holes, defects, damp and mould growth. The plaster to walls and ceilings will be ready for decoration.</p> | |
| <p>Decoration</p>  | <p>The new tenant is responsible for the redecoration of the property. Where the décor falls below the standard considered acceptable by the Association, a decoration allowance will be given to the tenant in the form of vouchers to use at local outlets.</p> | |

Providing homes, supporting communities

| | | |
|---|--|---|
| <p>Kitchen units</p>  | <p>We will make sure that all kitchens are in working order and will have adequate space for a cooker and fridge (600mm).</p> | <p>Hjaltland Housing Association</p> |
| <p>Bathroom suite</p>  | <p>All bathrooms will be fully operational prior to re-letting. All Bathrooms will have either a bath and / or a shower, WC and wash hand basin in good working order. Any shower that has not been installed by the Association will be checked for safety purposes and may be retained as long as the incoming tenant signs to accept responsibility for its on-going maintenance.</p> | |
| <p>Other outstanding items identified</p> | | |

Providing homes, supporting communities

Meter Readings

| | |
|---------------------|----------------|
| Meter Number | Reading |
| Meter Number | Reading |
| Meter Number | Reading |

Property ready to Let YES/ NO

Staff Name

Signature:

Date

Providing homes, supporting communities