

Void Property Procedure

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Stakeholder Consultation	<input type="checkbox"/> All Staff <input type="checkbox"/> Customer Engagement <input type="checkbox"/> Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Head Office Managers <input checked="" type="checkbox"/> C&S Managers <input checked="" type="checkbox"/> Department/Other: Housing/Assets	This procedure will be reviewed every 3 years from the date of implementation or earlier if deemed appropriate. If this procedure is not reviewed within the above timescale, the latest approved procedure will continue to apply.	

Version Control

Date	Owner	Version	Reason for Change
April 2025	Head of Housing & Customer Experience	3.0	Updated to reflect the updates on the policy. Updated on to new template

Summary of Changes

Section	Change
All	Change of job titles following 2024 internal restructure
All	Change of Capita system to 'HMS' (Housing Management System)
All	Inclusion of Assets Contracts & Compliance Officer
All	Removal of tenancy file and replaced with Occupancy Filing Cabinet on HMS
All	Updating of housing and assets policy and procedure numbers to latest format
All	Updating of Ark's Head Office Location on Appendices
1.0	Inclusion of a void work flow process to define responsibility for void stages (Appendix 1)
2.3	Inclusion of Utilita portal for meter information to be entered into
3.4.5	Reclassification of void type, from standard and complex to Void 1, Void 2 & Void 3
3.5	Void property key location updated from office/ C&S Office to on-site key safes
3.10	Introduction of a compliance section following 2024 internal restructure
4.0	Additional section about insurance requirements
5.0	Removal of refence to Utilita as they no longer provide a voids service
Appendices	Removal of inspection appendices as will be replaced with e-forms on HMS

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1.0 Introduction

This procedure supports our [Void Properties Policy](#) HAM02 and details our arrangements for ensuring that the length of time any property is void is as short as possible and within the current approved targets.

A flow chart of actions required and by whom during the void process is included for clearer direction ([Appendix 1](#)).

For details of the computer processes involved in the void's procedure, refer to the Learning Academy.

2.0 Pre Termination Period

2.1 Notice Periods

Tenants are legally required to give 4 weeks (28 days) written notice that they wish to end their tenancy. Written notice means a signed letter, or completion of our Tenancy Termination Form ([Appendix 2](#)).

2.2 Shorter Notice Periods

The Head of Housing and Customer Experience (HoH&CE) may authorise acceptance of shorter periods of notice under specific circumstances and will ensure that the necessary proof or evidence has been provided to support any decision accepting a shorter period of notice.

Examples

- The tenant is moving into residential care, nursing care or hospital for long-term care.
- The property can be re-let before the expiry of the termination notice period by arrangement with the outgoing tenant, e.g. by permitting visits while the property is still occupied (this will normally only be possible where the property is in good condition).

- The tenant is fleeing from a violent situation (e.g. domestic abuse or external serious harassment).
- Transferring tenants.

There may be other circumstances where shorter notice is acceptable.

2.3 Action on Receipt of Notice

The Housing and Neighbourhood Services Officer (HNSO) or Customer Services Advisor (CSA) for the patch concerned will:

1. Log receipt of notification within the HMS system
2. Check that the person with authority has signed it. If there is nobody with the authority or capacity to sign, the abandonment process will need to be followed;
3. Sign the termination form and send it back to the tenant. This can be sent as a letter or in an email;
4. Inform Asset Compliance and Contracts Officer (ACCO) of upcoming void so EPC can be checked and works orders raised for all relevant compliance works for the property (EICR, PAT tests, if necessary, Gas, Legionella if necessary). This should be done via the HMS work tray function;
5. The HNSO/CSA will update the tenancy end date on the [portal](#) for the Utility Company that will take over the supply once the property becomes void;
6. Set future close dates on [All Pay direct debit](#) portal if applicable.

2.4 Arranging the Pre-termination Visit

Within 2 working days of receiving notice, the HNSO will agree with the tenant a date and time for a pre-termination visit.

Whenever possible the visit should be made within 5 working days following receipt of notice. However, due to diary commitments and the tenant's availability, it is acknowledged that it may be up to 10 working days before the visit takes place.

In accordance with our Equality Policy, the HNSO will check the AIMS (Ark Information Management System) information sharing form stored on the HMS occupancy filing cabinet

whether the tenant will require any assistance, e.g. a sign or language interpreter or other support, and will make any arrangements necessary, including attendance by a support worker, family member, friend or guardian. The tenant will need to have a representative who has the authority to sign off the pre-termination inspection report confirming the tenant will cover costs where necessary.

2.5 Confirming Receipt of Notice & Visit Details

Within 3 working days of receiving notice at the latest, the HNSO will write to the tenant ([Appendix 3](#)), to acknowledge termination, confirm date of visit, rent due, etc.

Enclosed with the letter will be the information leaflets for tenants vacating their property “Moving out – Things to do” ([Appendix 4](#)).

The HNSO will:

- Ensure the termination has been signed by the person with the correct authority if applicable.
- File the letter or Tenancy Termination Form (if already received) in the occupancy filing cabinet within the HMS.
- Save the acknowledgement letter in the tenant’s folder on the system.
- Create tasks on the HMS:
 - a. For the day before the pre-termination visit, to confirm with the tenant that the visit can still go ahead.
 - b. For the termination date, to prompt a check on the return of the keys.

Where the property is supported accommodation, the HNSO will contact the Care & Support Operations Manager/Regional Manager to notify them of the forthcoming void and ask them to confirm that they will be seeking referrals from the H&SCP and whether the H&SCP will cover the rental loss during the void period – see Appendix 5.

2.6 Preparation for the Visit

For the pre-termination visit, the HNSO will ensure the following documents are available:

- a. Pre-termination visit form.
- b. Print-out of current rent statement, plus 'Agreement to Pay Arrears' if there are any arrears;
- c. Tenancy Termination Form, if this is still outstanding, it must be completed by the tenant/guardian with authority to terminate;
- d. HNSO will provide information of furniture package in place;
- e. HNSO will check the property records for any information on adaptations or alterations that have been carried out within the property.

2.7 Pretermination Visit

During the visit, the HNSO carrying out visit will:

- a. Inspect the property, taking photographs as required (NB: with the tenant's agreement), and note on the Pre-Termination Property Visit form the repairs or other work to be carried out by the tenant before the termination date. Tenant must sign that they agree to carry out this work and that they are aware that if the work is not completed to an acceptable standard by the date of tenancy termination that they will be recharged for the work that is required. In instances where the tenant or guardian refuses to sign the pre-termination HNSO will advise the tenant that Ark will pursue the costs through court, via the Simple Procedure route.
- b. Note any items installed or provided by the tenant which it is agreed can be left.
- c. It should be agreed at this time the arrangements for the return of the keys, HNSO will meet the tenant at the property where possible to allow joint inspection with tenant or representative.

2.8 Action Following the Visit

The signed agreement confirming work required to be carried out prior to the tenancy terminating will be added to the tenancy file.

A follow up letter will be sent to the tenant to confirm agreements made during visit.

If the property is identified to be a complex void, this will be discussed with the Asset Officer (AO) to ensure if any major works are needed that this is identified within the budget.

HNSO will contact the appropriate contractor to make them aware that the property will soon be void and to ensure that the contractors will be available to complete necessary works.

HNSO with estimated time for work to be completed when the property becomes void and this will be updated on HMS.

3.0 Termination of Tenancy & Void Inspection

3.1 Return of Keys

The tenant will be advised that they must return the keys either to HNSO or with prior agreement, the local Support Provider, who will in turn pass them to the HNSO. Where the termination date falls on a weekend or on any other date when the designated office may be closed, the tenant will be advised that the keys must be returned by 10am. on the first working day after the termination date at the latest, to ensure that the tenancy is terminated on the due date.

If there is a delay in returning the keys the tenant will be charged additional rent daily up to and including the date they are returned.

3.2 Keys Returned without any Notice

Where keys are returned, with no advance notice, the HNSO will be notified immediately. The HNSO will check whether written notice of termination has been received, or whether Abandonment procedures are currently being followed.

The HNSO will either visit the property that day or the next working day or may seek the assistance of a colleague in the housing team to make an initial visit as quickly as possible.

The HNSO will update the key log details tab on the HMS regarding the return of the keys. Ark will calculate the termination date 28 days from the date that we receive the keys, and tenant will be informed of the outstanding arrears. The date the keys were received will be used for calculation of the outstanding rent due.

3.3 Actions following Termination of Tenancy

Following the return of keys (or the end of the abandonment notice period) the HNSO will update HMS, to show the property is now void, and will confirm the termination of tenancy date to the ACCO.

The ACCO will raise the works orders to ensure the compliance documents are ready for the sign up.

If a key safe is not present at the property, the HNSO will instruct that one be fitted. Thereafter the location of the keys and key safe number will be added to the keys section of the HMS. The HNSO will ensure that all requirements laid out by the Insurance Company will be adhered to ie, once the contractor has completed all remedial works, drain down/cap gas/secure letter box.

All keys for voids will be held by the HNSO and where they are needed on site, will be held

3.4 Inspection at Tenancy Termination

The HNSO will inspect the property, taking photographs as required, and decide if:

- a. The former tenant has carried out all the repairs and/or redecoration listed on the Pre-Termination Form, or whether there are items outstanding that still need to be carried out, with the costs being re-charged to the former tenant.
- b. There are any additional repairs required that have not previously been listed, and whether the costs of any of these should be re-charged to the former tenant.
- c. Any items installed or alterations carried out by the former tenant have to be removed for safety and/or poor workmanship reasons (e.g. showers).

- d. Any redecoration is to be carried out, or whether a decoration allowance is to be offered to the new tenant. ([Decoration vouchers calculation spreadsheet](#))

Reference will be made to 'Letting Standards (Appendix [6](#))' when deciding what repairs are required, and details will be noted on the Termination Inspection Form within the HMS.

During this inspection meter readings will be taken along with photographs of the meters. The HNSO will check which Company is supplying the property. If not, the HNSO will contact the utility company to request that the account is put into the name of Ark Housing Association, with the Head office address being given for all correspondence. This will ensure that any outstanding debt is linked to the previous tenant and that if the property remains void for a considerable period, bills will be sent to the correct address and can then be paid timeously, avoiding any possibility of the supply being affected.

The HNSO will also inform the local authority of the change in liability for council tax, advising that the property is now empty and unfurnished. HNSO will also advise the local authority of the former tenants forwarding address and whether the former tenant was in receipt of housing benefit.

3.5 Change of Locks

For security, the HNSO will arrange for one external cylinder barrel to be changed on all external doors after the tenancy is terminated.

The new sets of keys will be held either in key safes on site, with access numbers to be kept on HMS in key tab.

3.6 Progressing Repairs

The HNSO will issue works orders via HMS to relevant contractors in accordance with current Maintenance procedures. Work that is to be re-charged to the former tenant will be identified as detailed in the [HAM01j Rechargeable Repairs](#).

The rechargeable repairs will be processed by the Customer Services team.

We will aim to complete all repairs within our current target timescales.

Where the work required is very extensive the repairs contract may permit for a property to be removed from rent charging.

Progress with the repairs within level 1 and 2 will be monitored by the HNSO by site visits, email and telephone calls, AO will monitor level 3 voids. The HNSO will produce a summary report on the position with current void properties for review at the weekly Housing & Assets meetings.

3.7 Pre-allocation Viewings

While voids repairs are in progress, the relevant HNSO will be processing applicants to select a possible new tenant, liaising with Care and Support staff, the Local Authority or other Support providers wherever relevant regarding supported accommodation.

3.8 Completion of Repairs

The HNSO will arrange to visit the property on the due completion date and conduct a Post Inspection visit to confirm that all the work has been completed, and to a satisfactory standard. If necessary, the HNSO will instruct the relevant Contractor(s) to complete any outstanding items and/or make good any work that is sub-standard.

3.9 Gas & Electricity Supplies – Safety Checks

If a pre-payment meter is present in the property, the HNSO will liaise with the utility company to ensure that the meter key is cleared with the free credit of £30 being applied. The HNSO will arrange this with the CS team so the credit can be applied using the credit card. This should be sufficient for the inspection and work to be carried out.

Contact details for HNSO to contact supplier to advise provider that tenant has moved out can be found below: HNSO must ensure that they provide a meter reading to company when contacting.

Scottish Power: 0800 280 2940

Eon: 0345 303 3020
SSE: 0345 600 2006
N Power: 0800 980 5505

In instances when the electricity or gas supplier is not known the HNSO will need to contact the national database to establish what company is the supplier.

Contact for Gas Supplier across Scotland: 0870 608 1524
Contact for Electricity Supplier North Scotland: 0800 048 3515
Contact for Electricity Supplier Central and Southern Scotland: 0330 1010 300

Once the property has been allocated it is the HNSO responsibility to contact the utility to advise them that a new tenant has moved into the property and to provide them with tenant details and final meter readings.

3.10 Compliance

Before a property can be considered ready to let, all compliance certifications should be present and correct. The ACCO is the responsible officer for compliance issues and will administer and manage all compliances workstreams end to end to ensure we have an identified responsibility for compliance.

As part of the void process, any compliance void works should be requested by HNSO to ACCO via the HMS work tray with target dates and ACCO to review with HNSO on the organisation of compliance works. When the compliance works are complete and certificate uploaded, the task is completed, and action returned to HSNO to download certificate and add to tenancy pack

The ACCO is responsible for updating spreadsheet/HMS of date change an anniversary renewal.

The ACCO is responsible for the day-to-day compliance budget so it's important they have knowledge and ownership of what's been allocated to that budget.

Void compliance works are cyclical works, and cyclical works should be attributed to the cyclical budget because it resets the anniversary date .

4.0 Insurance Compliance

A property vacant for sixty days or more is classed as a long-term void. The HNSO will be responsible for ensuring that the property complies with the organisation's insurance requirements.

The HNSO shall notify the Compliance & Improvement team of:

- Any property that has been void for 60 days or more, including the date the property became unoccupied;
- If the value of the property exceeds £500,000;
- When the property becomes occupied.

The HNSO shall ensure that all self-contained void properties are visually inspected internally and externally every ten working days from the date the property becomes void. A record of the inspection should be saved in the HMS. If the HNSO is absent through planned leave, they should ensure a colleague is able to complete checks on their behalf. If the HNSO is unavailable through unplanned leave, the HCSM will assume responsibility for ensuring property inspections are completed within time.

Cover for Damage in respect of a void property unoccupied for more than 60 consecutive days is restricted to that caused by fire, lightning, explosion, aircraft or other aerial devices or articles dropped therefrom subject to certain criteria such as, but not limited to:

- Ensuring the security of the property;
- Removing risks such as fire/flood by draining down the property and capping the gas supply;
- Perimeter fences walls and gates being kept complete and maintained;
- Clearing any combustible materials from the garden or property;
- Ensuring the vegetation surrounding the property shall be kept down;
- Rectifying any identified defects without delay.

The HNSO will seek guidance from third party landlords to ascertain if they have any insurance requirements to be fulfilled for void properties.

5.0 Targets

As part of the annual setting performance targets, the HoH&CE will set targets for:

- a. The total number of void days between a property becoming vacant and it being re-occupied:
 1. The maximum average time for repairing properties between lets for the 3 different void categories.
 2. The maximum average no. of days to identify a new tenant and have an offer accepted.
- b. The maximum amount of rental income lost because of void properties – expressed as a percentage of the estimated annual total rental income – agreed as part of the annual budget-setting process.

6.0 Charging for Void Periods

In a number of cases, we have Management Agreements in place, whereby if the Local Authority/Care Provider wants to retain the property for a supported tenant but there may be a delay in identifying a suitable applicant, or a transition is required, we will charge after 4 weeks have passed. If LA's/Care Providers agree to this, we must ensure that the

properties are not furnished as this affects the 6-month exemption from Council Tax liability.

7.0 Related Policies, Procedures & Documentation

- HAM02 Property Management Maintenance
- HAM02a Reactive Repairs
- HAM02b Voids
- HAM02c Rechargeable Repairs
- AM01g Inspection, servicing of gas heating appliances
- AM01h Electrical Safety Checks
- AM01i Control of Asbestos
- AM01n Planned Maintenance and Major Repairs
- G18 Insurances
- HM01 Allocations Policy

[Ark's Vision, Mission & Values](#)

8.0 Training & Monitoring requirements

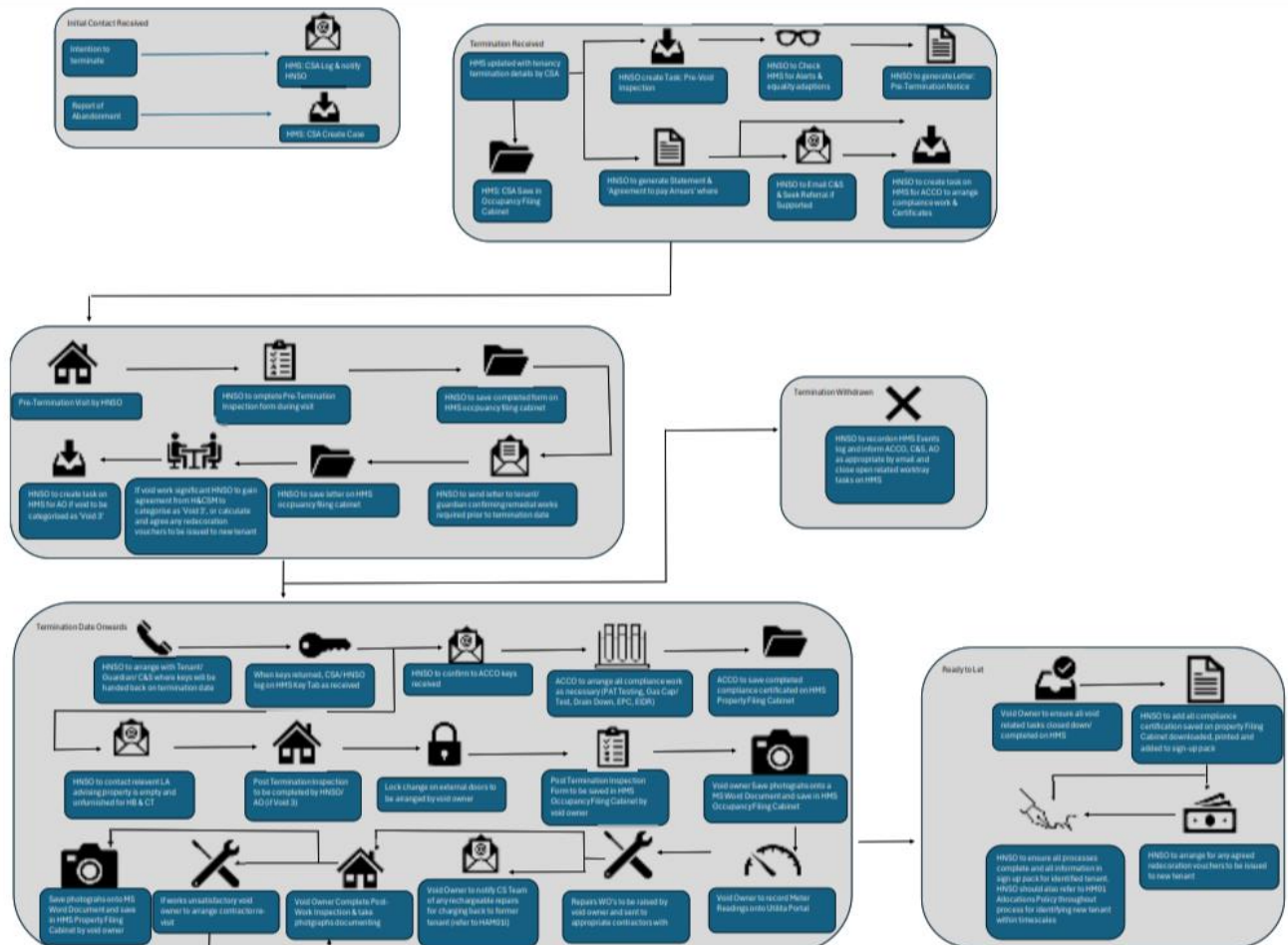
8.1 Training

Staff managing the void process will have training appropriate to their needs and to the needs of the organisation as identified on their individual learning plans. Ark will ensure that relevant employees have an awareness of this procedure and receive adequate training to enable them to effectively fulfil their roles and ensure we turnaround voids in as short a period of time whilst ensuring they are safe and clean for re-letting.

8.2 Monitoring

The Housing and Customer Services Manager is responsible for ensuring that this Procedure is monitored through key performance indicators related to contractor performance, turnaround time, costs v budget and customer satisfaction. This will be recorded on a monthly and reported to the Head of Housing & Customer Experience on a quarterly basis. The information will be obtained from reports within the Housing Management System (HMS).

Appendix 1 – Flowchart of Keys Stages



Appendix 2 - Termination Form



TENANCY TERMINATION FORM

ARK HOUSING ASSOCIATION LTD

Please Provide the Following Details and Print Clearly

Tenant Name	
Joint Tenant Name	
Property Address & Postcode	
Contact Number or E-mail Address	

Where the tenancy is a joint tenancy, both tenants must complete and sign this form to end the tenancy

I/we wish to end this tenancy for the following reasons (please tick all the boxes that apply):

<input type="checkbox"/>	Buying own home	<input type="checkbox"/>	Moving to another Landlord	<input type="checkbox"/>	Rent Too High
<input type="checkbox"/>	Fleeing harassment	<input type="checkbox"/>	Moving for employment	<input type="checkbox"/>	Do not like the area
<input type="checkbox"/>	Can't Manage Stairs	<input type="checkbox"/>	Going into Care Home/ Hospital	<input type="checkbox"/>	Property too big
<input type="checkbox"/>	Problems with neighbours	<input type="checkbox"/>	Property too small	<input type="checkbox"/>	Other
Other Reasons - Please give details:					

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End of Tenancy Date:

Name of Gas Supplier	
Name of Electricity Supplier	

Forwarding Address	
Date you will move in	

Tenant signature		Date	
Joint tenant or spouse signature		Date	
Signed on behalf of Ark HA		Date	

[NOTE: If you are a sole tenant and you are married, both your signature and your wife/husband's signature are required under the Matrimonial Homes (Family Protection) (Scotland) Act 1981]

PLEASE RETURN TO:

**Ark HA
Lochside House
Ground Floor, West Suite
3 Lochside Way
Edinburgh Park
EH12 9DT**

Appendix 3 – Termination Letter



Date

Dear Tenant

TERMINATION OF TENANCY -

Thank you for your notice that you wish to end your tenancy, received on **<ADD DATE RECEIVE>**. Please find your tenancy termination form enclosed which has been accepted and signed. Under the terms of your Tenancy Agreement, your tenancy will end on **<ENTER END DATE>**

Please be aware that if your new tenancy starts on the same date you may need to apply for a '2 homes' payment to cover housing benefit for both properties. You can speak to your local council about this.

As discussed with, **<INSERT NAME>**, the date for your end of tenancy inspection is **<ENTER DATE>**, they will visit you to carry out an end of tenancy inspection and to decide if there are any repairs which you are responsible for completing before you leave the property. Arrangements for the return of your keys will be discussed during the visit.

If the keys are not returned by **<INSERT DATE>** you will be charged per day (the daily rent) until you do hand the keys back.

Enclosed is a copy of our advice leaflet 'Moving Out – Things To Do'. Please read this carefully. It will help both you and us if you follow the advice in this leaflet.

If you have any questions about anything in this letter or the leaflet, please do not hesitate to contact me.

Yours sincerely,

Customer Services Advisor

0131 447 9027

Ark Ground Floor, West Suite, Lochside House, 3 Lochside Way, Edinburgh Park, Edinburgh EH12 9DT

e. customer.services@arkha.org.uk

w. arkha.org.uk

p. 0131 447 9027

Ark Housing Association Ltd trading as Ark. Incorporated under Co-operative and Community Benefit Societies Act 2014 No. 1899R (S),
Scottish Housing Regulator Reg No. HEP66, Scottish Charity No. SCO15694

Appendix 4 – Moving Out Information



Moving out Things to Do

The aim of this checklist is to help you to prepare to move. If you have any questions about any of the points below, or need any other advice, please contact your Housing Officer on 0131 478 8143

Water, Gas & Electricity Supplies

When you leave, please make sure that all supplies are turned off at the mains. If you have not already given us this information on your Termination Form, please give us the names of your gas and electricity suppliers.

Meter Readings

Please arrange for a final meter reading for gas and electricity supplies. Please leave a small amount of credit so that we may carry out electrical and gas safety checks while the property is empty.

Gas Appliances

All gas supply pipes connected to appliances which you are taking with you must be capped and left in a safe condition. This work must only be carried out by a qualified (Gas Safety Register) gas engineer.

The only exception to this rule is if the connection is a 'bayonet fitting' which must be left intact and in good condition.

Standards and condition we expect your property to be left in.

Please ensure that everything belonging to you is removed from the property and from the loft and garden.

You are responsible for removing any rubbish, unwanted furniture etc. Please contact your local authority to arrange a special uplift if required. If we have to remove any of your belongings you will be sent a bill for this.

You will be responsible for carrying out any repairs or redecoration which, at the pre-termination inspection, are recorded as being your responsibility.

If you are planning to remove any items you have fitted, such as a door, door handle, light switch, or special light fitting etc., you must ensure that you replace the item with a suitable alternative.

All nails, screws, tacks, posters etc. must be removed from walls, doors, ceilings and floors, and any damage repaired. This does not include any coat hooks we have provided.

If you have laid any type of floor covering, this must be removed, unless, it has been agreed that the items may be left for the next tenant.

"Artex" or any other textured plaster finish on walls must be removed before a new tenant can move into the property. This is a specialised job which will be done by our contractors and recharged to you. Our Maintenance Officer can arrange for an estimate of the cost for you. If you have fitted any polystyrene ceiling tiles they must be removed and the areas redecorated by you to an acceptable standard.

If you have fitted a shower without obtaining our permission first, then you should remove it and repair any damage, or we will charge you for us carrying out this work. If you wish to check if your shower meets our standards, then you must arrange for it to be checked by us well before you leave.

Shelving units that you no longer require may be left in place, so long as this is agreed at the pre-termination inspection. All kitchen units, worktops and sanitary ware must be cleaned. Rotary driers should be taken into the house for storage.

For all of the above, if you have not carried out the work required before you leave then we will arrange for it to be done, and you will be sent an account for the full costs of the work.

To prevent burst pipes: Between October and April, if you plan to leave the property before the termination date, please let us know so that we can arrange to drain down water supply pipes as a precaution against burst pipes in very cold weather.

Redirection of Mail

Please arrange with Royal Mail to re-direct your mail, giving at least 1 weeks' notice

Telephone & TV

Please contact your telephone, cable or satellite TV suppliers to arrange for final bills. They may also

require access to remove items they own.

Paying rent by Standing Order

If you pay your rent by standing order or direct debit, please ensure that you cancel the standing order after your last rent payment is due.

INSPECTION OF EMPTY PROPERTY

After you have left there will be another inspection of your property. This inspection will pick up any of the items from the above that you should have completed, plus any other repairs which are your responsibility and which only become apparent after you have removed your furniture etc.

Here are some examples of the most common things tenants have to pay for once they leave the property:

- Items of carpets and furniture and rubbish left in rooms, cupboards or sheds
- Holes in walls which were hidden by furniture.
- Areas of walls behind wardrobes, cupboards etc. that have not been decorated.
- Areas of worktops that have been damaged, for example with knife/burn marks.

The cost of any repairs or redecoration which are your responsibility will be charged to you.

PLEASE NOTE.....

Where a property has been left in an unsatisfactory condition, it is our policy to follow up

former tenants actively for payment of the costs we have had to incur to bring the property back to an acceptable standard for re occupation.

It is in your own interests therefore to ensure that you complete the work that is your responsibility before you leave, to avoid having to pay extra costs for someone else to do the work.

IF YOU HAVE ANY QUESTIONS.....

If you need any help or advice with any of the information we have given you about what you have to do before you leave your property, please contact your Housing Officer in the first instance on 0131 478 8143.

Appendix 5 - Letting Standard



WELCOME TO YOUR NEW HOME OUR LETTING STANDARD

Name	
Address	
Date of entry	
Date of signing	
Signed by tenant/s to advise that they are happy with the standard of the property	

Dear Tenant,

This document sets out the standards we aim to achieve in every void property before it is occupied by a new tenant.

When we let a property, we make sure that it is safe, secure, clean, habitable, wind and watertight and in a condition suitable for you to move into straight away.

Your new home has been inspected by a Maintenance Officer to find out what is needed to be done to bring the property up to this standard. All necessary repairs have been carried out by qualified tradespeople and completed to a good standard.

Qualified engineers have also carried out all statutory gas and electric checks to make sure these services are safe for you to use. You will be provided with copies of these test certificates.

We may need to carry out minor repair work after you have moved in, but this work will be kept to a minimum and will be carried out during normal working hours and at a time that suits you.

You are responsible for the decoration of your new home. Where appropriate we may provide help by issuing you with a decoration allowance as a contribution to any work that you may need to carry out. The amount you received will depend on the condition of the property.

Your new home may also be included in our investment programme where work is carried out to meet the Scottish Housing Quality Standard. We will let you know if and when this work is due to be carried out in your area.

A Housing Officer will visit you within 4 weeks of you moving in to make sure that you have settled in and to check that any necessary repair work has been completed.

In the meantime, please check the attached Letting Standard which sets out the condition that your new home will be in as you move in. Please check each area and tick it to confirm that you are happy with the condition, sign it on the front page and return it to ARK.

This is the standard in which we will expect the property to be returned to us when the tenant ends their tenancy (subject to normal 'wear and tear'). Any pre-termination inspection will compare the condition of the property against this completed document and any costs to bring the property back up to this standard may be recharged to the outgoing tenant.

Yours faithfully,

A handwritten signature in black ink, reading "Fiona Ross". The signature is fluid and cursive, with the first name "Fiona" and the last name "Ross" clearly distinguishable.

Fiona Ross
Head of Housing and Customer Experience

LETTING STANDARDS

GENERAL ITEMS	(please tick to confirm that you are happy with the condition)	<input checked="" type="checkbox"/>
Standard 1: Cleanliness & tidiness	The property, including any loft, cellar, garden area, external shed or other outbuilding, is clear of all items, rubbish etc. left by the former tenant.	
	Kitchen and bathroom surfaces have been washed down.	
	The property is in an acceptably clean and 'move in' standard.	
Standard 2: Repairs	All repairs are completed before the new tenant moves in, with the exception of repairs delayed by circumstances out with our control and agreement on those repairs that may be completed after the new tenancy starts, and have no Health and safety issues.	
Standard 3: Alterations & improvements	Any alterations and/or improvements carried out by the former tenant have either been approved by us and are to be left, or, if they have not been approved by us and are not up to our standard, have been removed and the property re-instated to an acceptable standard (costs charged to former tenant).	
Standard 4: Medical adaptations	All major medical adaptations, i.e. stair lifts, wet floor/level access showers, access ramps, etc. have been checked and are operating to the required standard.	
	If no new tenant requiring the current adaptations can be found, a decision will be made whether or not to remove one or more of the adaptations.	
Standard 5: Energy Performance Certificate (EPC)	An EPC gives information about a property's theoretical energy performance and carbon emissions. A copy will be provided for the new tenant prior to signing their tenancy agreement. It remains valid for ten years and can be used for all new tenants in that period. The tenant will be advised to contact the Energy Saving Trust (Tel: 0800 512 012) to obtain more information about energy efficiency measures.	

INTERNAL ITEMS	(please tick to confirm that you are happy with the condition)	√ <input type="checkbox"/>
Standard 6: Electrical items	All electrical fittings, services including the smoke detector, and any appliances, e.g. showers or cookers where provided, have been checked and a copy of the Periodical Inspection Report (PIR) for an Electrical Installation Certificate provided for the new tenant.	
	Switches or sockets that are badly marked, covered by paint or affected by smoke will be replaced (costs charged to the former tenant).	
Standard 7: Gas services	Gas heating services and any gas appliances or services, including the CO detector, have had a gas safety check carried out, with a copy of the Landlords Gas Safety Certificate provided for the new tenant.	
Standard 8: Water services	The main stopcock is working and clearly labelled, and any other valves are working.	
	All taps are operating correctly and not dripping.	
	Immersion heaters, where fitted, are working and the switch is clearly labelled.	
	Cold water tanks have a fitted lid.	
	Drainage services are working correctly.	
Standard 9: Ventilation	Mechanical extract fans, where fitted, are clean and working correctly.	
Standard 10: Doors	All doors are intact, securely hung and operating properly.	
	Bathroom and/or WC doors have a locking device openable from the outside. Note: To be achieved on a phased basis as part of a door upgrading programme.]	
Standard 11: Stairs	Stair treads, risers, banisters and handrails are safe, sound and secure.	
	No sign of any active woodworm or rot.	
Standard 12: Floors	Floors are secure and free from any tripping hazard, with any loose or missing floorboards re-secured or replaced.	
	No sign of any active woodworm or rot.	

	Upper floor flats only: any laminate flooring has been removed (either by former tenant or costs charged to them).	
	Non-slip flooring in bathrooms or kitchens (where provided) is in good condition with no gaps or cracks.	
Standard 13: Woodwork, walls and ceilings	All door or window frames, architraves, sills, skirting etc. are in place, in sound condition (undamaged), and with no sign of rot or infestation.	
	All woodwork is either painted or varnished (i.e. no bare woodwork).	
	All plasterwork is free from major defect and is suitable for decoration after reasonable preparation by the new tenant, i.e. no loose plaster or major cracks. [Note: Where the existing decoration is very grubby and/or of poor quality, consideration may be given to offering a decoration allowance to the new tenant or ARK will arrange redecoration prior to relet.]	
Standard 14: Bedroom wardrobes & cupboards	Any fitted wardrobes and cupboards have at least one level shelf.	
	A clothes rail is fitted, where appropriate.	
Standard 15: Kitchens	Kitchen units have been checked and all doors and drawers are operating properly.	
	Worktops have been checked and are adequately sealed and not badly marked/damaged.	
	Any units or worktops considered to be badly damaged and beyond economic repair have been replaced (where appropriate – costs charged to former tenant).	
	Any wall cupboards are securely fixed.	
	Kick plates and trims are in place.	
	Where Cookers/Ovens are supplied by ARK they will be cleaned and checked that they are operating correctly.	
Standard 16: Bathrooms/Shower rooms	All sanitary ware, baths and basins have been checked and are clean, free from rust, securely fixed, with plugs and free from major chips or cracks.	
	Where one bathroom suite item is beyond economic repair, the whole suite has been replaced.	

	Any shower provided is working properly and has a screen or shower curtain rail.	
	All wall tiling, and joints to baths and shower trays, are sound and fully sealed.	
	All grab rails (where fitted), toilet roll holders, cabinets and other wall-mounted items are securely installed.	

EXTERNAL ITEMS	(please tick to confirm that you are happy with the condition)	√ <input type="checkbox"/>
Standard 17: Roofs, gutters and downpipes (visual inspection from ground level)	There are no missing or slipped tiles or slates.	
	Flashing is in position and secure.	
	Gutters and downpipes are clear of rubbish and are sound and secure.	
Standard 18: Brickwork, external walls	External walls are sound, so as to prevent the likelihood of water penetration.	
	No major visible defects.	
Standard 19: Front and back doors	External doors are securely hung, are wind and watertight and opening/closing freely.	
	There is a functioning letterbox on all front doors.	
	Any security items provided, e.g. spy holes or chains, are operating correctly.	
	Two sets of keys will be provided.	
Standard 20: Windows	All windows are fully operational and safe to use and have restrictors fitted.	
	Window frames are sound and serviceable until due for redecoration under the cyclical painting programme.	
	Where locks are fitted, window keys are available (any lock change due to missing keys will be charged to the former tenant).	
Standard 21: Footpaths, ramps, external steps	All footpaths, ramps and external steps to the front and rear entrances are sound, reasonably smooth and free from tripping hazards.	
	Any handrails fitted to external steps are securely fixed and reasonably smooth.	

Standard 22: Garden areas, gates & fencing	Garden areas are clear of rubbish and any shed left in poor condition is removed (costs charged to former tenant).	
	During the growing season, if required particularly as a result of a delay in re-letting the property, the grass is cut as a 'one off' at the start of the tenancy.	
	Boundary fencing and gates provided by us are in reasonably sound condition and free from defects that might cause injury (subject to agreement with adjacent owners, where responsibility for boundary fencing is shared).	
	Fencing installed by the former tenant that is in poor condition is removed and the boundary reinstated to the original standard (costs charged to former tenant).	
If you have any additional comments that you would like to make, please use the space below:		

Appendix 6 – Ark C&S E-mail about Void

I am writing to let you know that the supported accommodation athas become available for re-let. It is a

If you wish to keep the property for a prospective tenant, the following charges will be applied to C&S fromuntil a new service user is identified.

Address	
Property Description	
Monthly Charge – include all charges	
Date charge will be applied from	

Please can you let us know by if you wish to keep the property, and if so, where/who the invoice has to be sent to and we can make arrangements.

Please ensure that any prospective tenant has submitted a housing application form in line with our policies and procedures to allocate housing. No decision should be made as to whether the property is suitable for a new tenant without input from housing. This includes viewing of the property.