



## Property Facilities and Requirements

Below is the requirements list for our Housing Association client (hereafter referred to as HA). The list below is shown under general, fire safety and the room headings.

### General Requirements

- Gas and electric meters are to be quarterly type.
- Gas and electric installations must be professionally vetted and certification provided.
- All rooms including kitchens, bathrooms and halls are to be centrally heated.
- All radiators are to have fitted temperature control knobs and caps.
- All rooms should be clean.
- The property should be cleared of all furniture, curtains, nets, curtain tracking, pelmets, lampshades and kitchen appliances, unless by prior arrangement.
- Ensure that fire doors are fitted with closers that are capable of self-closing and that close securely.
- Locks on internal doors are not permitted, unless advised to the contrary due to Local Authority requirements in your area.
- Bedrooms need at least two double power socket per occupant, not fitted to skirting.
- Safety Glazing must be compliant with BS6206, for windows, doors & side panels.
- All windows in rooms should open and close, be clean and free of cracks.
- Velux windows and conservatories are to have fitted blinds.
- All ground floor windows are to be lockable with keys available.

- Windows on 1st floors and above should be restricted so that they only open 100mm where the opening falls below 1.5 metres.
- Where windows fall below 800mm, glazing must be Kite Marked to BS standard, or protection provided by means of British Standard Safety Film or suitable barrier.
- All lighting is to be pendant type with un-screwable tulip attachment except in bathrooms and kitchens, when a close fitting domed light should be provided that cannot be reached from the bath/shower, or the wet area in the kitchen.
- Old carpets and lino are to be removed prior to fitting new. They are to fit correctly and include any door/gripper strips with no stretching.
- Laminate or wooden flooring is preferable to carpet.
- Any carpets remaining with stains must be professionally cleaned and be as new.
- Locks to main exits must not require the use of a key to facilitate escape during emergency – they must have a thumb turn mechanism on the inside.
- Fitted gas and electric fires are to be disconnected and removed and the décor made good. If it is impractical to remove the fire, because of a back boiler for instance, the unit should be disconnected and marked “not in use”.

#### Fire Safety

- All fittings such as fire alarm bells, smoke detectors and emergency lights are to be interlinked and fitted securely.
- Local Authority regulations are to be adhered to with regard to the number of smoke and heat detectors, fire extinguishers, emergency lighting and fire doors required. The minimum HA requirement is a smoke detector on each floor plus a heat detector in the kitchen, all to be mains operated and interlinked. NB: HA provides a fire blanket for the kitchen and extinguisher if required by Local Authority regulations.
- HA require that the internal entrance door to the kitchen MUST be a fire door.

#### Bedrooms

#### Dimensions

- The bedroom size needs to be at least 6.5m<sup>2</sup> for single occupancy rooms and 10.2m<sup>2</sup> for double occupancy rooms.

## Décor and Condition

- All furniture, lampshades, curtains, nets, pelmets and curtain tracking to be removed, unless previously agreed.
- Décor must be clean, hygienic and free of cracks.
- Walls need to be of a neutral colour – preferably magnolia. Ceilings painted white and doors (where already painted), skirting and radiator painted gloss white.
- Floors must be sound and safe. Loose, broken or uneven floorboards should be secured or replaced.
- Room floors must be laminated or fully carpeted where wooden flooring is not possible, any carpet needs to be clean and free of stains. They must not be frayed or joined/patched.
- If new flooring is to be laid, wooden flooring is preferred, if carpet is to be laid then the old carpet must be removed first.
- Doors should conform to specification provided by the local authority.
- Fireplaces to be boarded over securely, vent fitted and décor made good.
- Any loose or broken tiling around fire places should be secured or replaced.
- Any damp should be investigated and rectified.
- Glass panelling in doors to be replaced with wood or to conform with BS6206.
- Unless specifically requested by the local authority remove door locks on interior doors (see 'General Requirements' – no.8).
- Doors to be fitted with a handle with latch and close correctly.
- Ceiling hatches to be locked and secured.

## Electricity, Light and Heating

- A single pendant tulip light fitting is required.
- Provide at least two double power sockets above the skirting, per room occupant.
- Central heating must be provided.

## Windows and Ventilation

- The dimensions of the window must be at least 10% of the room floor area.
- The opening part of the window must be at least 5% of the room floor area.
- Window opening(s) above ground floor to be restricted to 100mm where the opening falls below 1.5 metres.
- A wooden baton is required above window for curtain tracking. Where possible this should extend 100mm either side of window.
- Any glazed surfaces that fall below 800mm are to comply with BS6206. Compliant safety film can be used.
- Windows should be clean and free of cracks or condensation.
- All downstairs windows to have locks and a key provided.

## Living/Dining Areas

As for bedrooms plus any redundant coaxial or telecommunications wiring to be removed.

## Kitchen/Utility Areas

### Dimensions

- At least one kitchen is to be provided per 5 bed spaces.
- If specifically required by the Local Authority, service users are to be provided with an individual, lockable storage cupboard of at least 0.16m<sup>3</sup>
- Tiled splash back to be provided to a minimum 300mm above cooker space.

### Décor and Condition

- Work surfaces and cupboards must be clean, free of grease and hygienic. They must be undamaged, fitted & sealed correctly and have edging strips on edges & joins.
- Any damp should be investigated and rectified.
- Décor as per bedrooms though kitchen paint is preferable.
- All cookers, hobs, fridges, freezers, washing machines and furniture to be removed, unless

by prior agreement.

- All tiling to be securely fitted, un-cracked, free of grease and with clean grouting.
- All carpet to be removed.
- Flooring to be undamaged and clean, lino or tiled, sealed appropriately.
- A plug and chain should be fitted to each sink.
- If the sink is in front of a wall then a tiled splash back is to be provided.
- If the sink is in front of a window then a splash bar should be provided.
- Glass panelling in doors to be replaced with wood or to conform with BS6206.
- Doors and fire safety equipment to be as per the local authority specification. Note that HA require that the internal entrance door to the kitchen is a fire door.

#### Electricity, Light and Heating

- Gas central heating is to be provided, or electric storage heating.
- For an electric cooker correct electrical fittings are to be provided on a separate circuit in close proximity to the cooker space which should be 600mm wide.
- For gas cookers provide a power outlet in close proximity to the cooker.
- For the washing machine a power outlet is to be provided under the work surface together with a waste outlet and cold inlet fittings.
- A power outlet is to be provided in close proximity to the fridge/freezer space allowing for a unit that is 1.5m tall. NB: this cannot be located adjacent to a radiator.
- Water taps should be at least an arm's reach from the nearest electrical socket.
- In addition to those above - at least 2 x double power outlet points are to be provided above the work surface to cater for portable appliances.
- Lighting to be single pendant with tulip fitting unless it is within reach of a 'wet' area when a sealed unit is required.

#### Windows and Ventilation

- Windows must open or an extractor fan must be fitted.
- Windows are to be clean and free of cracks.
- Opening windows require locks and a key is to be provided.

## Bathroom Areas

### Décor and Condition

- At least one bathroom and one WC are to be provided per 5 bed spaces, unless Local Authority requirements are different.
- Bath, showers, toilet and sink must be free of cracks and marks, hygienic, clean and de-scaled and in “as new” condition.
- The bath/shower area should be fully tiled, sealed and the bath panel correctly fitted.
- Glass panelling in doors to be replaced with wood or to conform with BS6206.
- Walls need to be of a neutral colour – preferably bathroom paint. Ceilings painted white and doors (where already painted), skirting and radiator painted gloss white.
- Any damp should be investigated and rectified.
- Tap and shower water should flow freely and the toilet must flush.
- There should be no leaks.
- Sink must be securely fitted to pedestal.
- Plugs and chains to be provided for sink and bath.
- A shower rail must be provided.
- Provide a toilet roll holder and a towel rail.
- Toilets in a separate room must have a toilet roll holder and wash hand basin with hot and cold water.
- Remove any carpeting. The flooring should be lino or tiled & fully sealed/stuck down.

## Electricity, Light and Heating

- There must be no light fittings over the bath/shower or within easy reach of it.
- There must be no electrical sockets in the bath/shower/toilet areas.
- Central heating to be provided.
- Fit a close fitting domed light away from bath/shower.

#### Windows and Ventilation

- Provide lock and keys for opening window.
- Windows to be clean and free of cracks.
- If there is no opening window, an extractor with a 15 minute overrun is to be installed to operate in conjunction with the light switch.

#### Hall/Stairs/Landing

##### Décor and Condition

- Décor as per bedrooms.
- Glass panelling in or above interior doors to be replaced with wood or to conform with BS6206
- Flooring as per bedrooms, securely fitted and ideally laminate or wooden flooring.
- All stairs must have supporting hand rail.
- Stairs to be solid and stable – no missing or damaged treads or risers.
- Spindle openings must not be greater than 100mm measured from the widest part.
- Landing banister height must be in excess of 1000mm.
- Hatches to be secure and locked.
- All furniture, rubbish and mail to be cleared.
- All unused cupboards/cellars to be secure and locked.
- Under stair cupboards to be fire retardant and have a latch fitted to the door.

- Meters and exposed pipe work to be boxed in.
- Any damp should be investigated and rectified.
- Display a “Fire Exit” sign(s) above the fire exit(s) as determined by the local authority fire safety report, HA can provide these as required.

#### Electricity, Light and Heating

- A single pendant tulip light fitting is required.
- Remove any sockets or switches positioned on skirting.
- Central heating must be provided.

#### Outside areas

- Fence off and safely restrict access to parts of the garden not used.
- If there are steps in the garden then a hand rail must be provided at 900mm.
- Lock and secure sheds and outhouses and board over any windows.
- Clear all debris & remove any weeds from walls and patios.
- Provide secure gates.
- All walls should be upright and secure, loose mortar should be made good.
- Drains to be clean and drain covers intact.
- Down pipes to be secured to wall and expel into covered / guarded drain.
- Vent stacks to vent above the guttering and roof.
- Gaps around exterior pipe work must be filled.
- Any loose wiring to be secured.
- Gutters must be clear & overgrown foliage to be removed from the roof.
- Cracks in mortar, loose flashing or coving stones to be sealed to prevent damp.
- Roofs to be fully tiled.



- Manhole covers to be in place and un-damaged.
- A refuse bin is to be provided, subject to local authority regulations.

### Final Inspection

The property will be accepted for occupancy only on successful completion of a final inspection at a date to be arranged between HA and the landlord or agent.

HA will ensure the Local Authority have approved the property for the use of housing Asylum Seekers, however the Landlord is responsible for ensuring any HMO licensing has been applied for and approved. Any fees imposed by the Local Authority are to be paid by the Landlord and failure to produce the necessary documentation at final inspection will result in the property not being accepted.

At final inspection please ensure that the following are available:

- The property is to the required standard and that all points in this inspection report have been addressed.
- Meters are quarterly type and the names of the utility providers are known.
- The correct number of keys are cut and made available – as stated in the work schedule, issued by the HA Sourcer.
- The location of the stopcock is known and communicated to the HA representative at the final inspection.
- Copies of the following documentation are available to take away:
  - Gas safety certificate signed by a GAS SAFE registered engineer (original copy or tenant copy required).
  - Electrical safety certificate signed by a NICEIC registered electrician.
  - Interlinked fire alarm installation and test certificate.
  - Any damp proof certificates.
  - BS6206 glazing or safety film professional installation certificate.

- Local Authority HMO certificates or licence, if required.
- Planning approval documentation, if required.
- Current Energy Performance Certificate (EPC) – if you require assistance with obtaining the EPC, the HA Sourcer can provide you with further details & prices.

### Management Specification

When the property has passed its final inspection by HA Property and Operations Departments, it then becomes available for booking.

HA have put in place a rigorous program for looking after and maintaining the property which comprises the following:

- A Local Manager, who will report on any items that require attention and visits each property on a regular basis (at least monthly).
- Our Quality Manager / Compliance Team will conduct a health and safety inspection of properties in the specific geographical region at least once a year.
- Work schedules will be issued to the landlord quarterly, with the exception of serious defects which will be sent at time of identification. Where the Landlord is responsible a copy of the Work Schedule will be sent either directly or through his/her Managing Agent. This is all logged and monitored at HA Head Office.
- During the course of the contract HA actively manages the tenants in the property, advising on and enforcing good behaviour as explained in the Occupancy Agreement.
- Each property is assigned a dedicated Local Manager, whose contact details will be forwarded when the property becomes live on the HA property portfolio.

### Questions Answered:

- How will I get paid?

Answer: Directly via BACS transfer on the first working day of the month.

### 2. When will payment commence?

Answer: Rental is payable pro-rata two months in arrears upon occupation of property.

For example: Property is occupied on the 10th day of January 2006, rental is calculated at 22 days which is paid directly into your account on the first working day of March.

3. When will I receive payment held in arrears?

Answer: At the end of the rental term within your Tenancy Agreement.

4. Who guarantees the rent?

Answer: Help2house Ltd

• How will I know if my property is suitable?

Answer: HA will advise you throughout the preparation of the property:

- Property sourcing officer will undertake an overall viewing inspection of your property upon initial contact.
- A preliminary inspection of property will be conducted and if necessary, you will be issued with a schedule of works.
- A final inspection will be undertaken to ensure that all works have been undertaken to a satisfactory standard.

6. Does the property require to be furnished?

Answer: HA require unfurnished properties, as we have the facilities to furnish your properties ourselves. Details are available if you need our furnishing & logistics services.

7. What certification is required for my property?

Answer: Please see page 5 above (item no.5) for full list.

8. When will I receive my Tenancy Agreement?

Answer: Within 5 working days of occupation of property, for which you will receive two copies to sign as indicated within the agreement via special delivery.

- Return both copies via special delivery for countersigning.

- HA return one copy and retain one copy.

- Will regular checks be carried out on my property and by whom?

Answer: Yes, HA staff as per internal audit programmes.

- What if I decide to sell or require vacant possession?

Answer: Although HA would like to rent your property for a longer period than the usual assured short term tenancies, break clauses on the landlords behalf are available; please contact Help2House for further details.