

Voids letting standards

Our commitment to you

Our voids letting standards reflect our commitment to you. They set out what we will do and when in key areas, making it easy to see what you can expect from us.



Company registration number: 04015633

Registered provider number: L4389

Registered charity number: 1108779

Registered office: 100 Hatherton Street, Walsall WS1 1AB

1.	General
1.1	All rubbish and waste will be removed prior to occupation or soon after you move into your home.
1.2	Maintenance of gardens will be the new customers responsibility. Overgrown gardens will be reinstated to a manageable condition by whg with this work carried out prior to occupation where possible.
1.3	Some of the previous customers fixtures and fitting may remain if deemed to be of benefit to the new customer.
1.4	When you move in your home will be clean and free from any environmental hazards.
1.5	You will receive at least 2 keys for all the external door locks and 2 keys or fobs for any communal entrance door.
1.6	An EPC (Energy Performance Certificate) will be issued to new Customers, demonstrating the current energy efficiency of the home.
1.7	New customers will be issued with “Looking after your home customer guide” and shown how to report a repair online via the whg portal.
1.8	All associated documents, policies and procedures are available through our website www.whg.uk.com/policies/



2. Services, Gas and Electrical

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| 2.1 | All relevant legislatively gas and electrical safety checks will be undertaken prior to occupation. |
| 2.2 | Electrical consumer units will be clearly labelled. Smoke and carbon monoxide detection equipment will be tested. |
| 2.3 | New customer will receive instructions on using gas appliances at sign up. |

3. Externals

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| 3.1 | Minor works to the exterior of the building including any outbuildings will be completed prior to occupation. Any major replacement work will be undertaken through whg investment program in the near future. |
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4.	Gardens
4.1	Existing pathways will provide access to front and rear doors and be free from trip hazards.
4.2	Lines posts will be provided in communal areas only.
4.3	Steps and handrails will be repaired or installed to prevent falls from height.
4.4	Hard standings for vehicles will be assessed and removed if they pose a hazard. They won't be replaced unless originally installed by whg.
4.5	Fencing will be in overall good condition and shall be repaired or replaced if necessary. The boundary lines will be established for the home and reinstated if they have been altered. Rear garden boundary lines will be marked out by round top post and wire chestnut fencing if not already existing.
4.6	1.8m high fencing will be provided where the fence line is whg responsibility and backs on to open land, roads, schools, railways or water ways. In accordance with whg's repairs guidelines.
4.7	A gated access to the rear of the home will be provided where appropriate.
4.8	Privacy fencing will be provided extending 2m long by 1.8m high from the rear of and between homes where closely overlooked.



4. Gardens continued...

4.9	Garden ponds will be drained and made safe. Garden features shall be removed or made safe where necessary and ground levels may be reduced to abate damp issues within the home.
4.10	Heavily overgrown areas will be cutback where required to provide a garden that is safe and, in a condition reasonable for a customer to maintain.
4.11	Trees will not be removed unless diseased, damaged or creating a hazard.
4.12	Where a garden is extensively excavated, grass seed may be sown to reduce weed growth during the summer period of April to September.

5. Decorations

5.1	Decoration will be in fair condition and any remaining wallpaper repaired if required and feasible. Alternatively, rooms may be stripped and prepared ready for decoration. The home will be free from graffiti of any kind. Any signs of damp or mould will be treated with appropriate approved products and stain block applied to any areas that require it, following remediation works to deal with the root cause.
5.2	whg recognise that decorating may be a greater challenge for certain customers. Appropriate guidance will be provided by the Community Housing Team and a decoration allowance may be issued at the discretion of whg Housing Colleagues.



6. Floors	
6.1	Floors shall be free from major defects, significant gaps or holes and ready for the customer to install their own floor covering. Non-slip vinyl tiles or sheet flooring will be provided to the kitchen and bathroom areas only.
6.2	In most circumstances all previous customers floor coverings will be removed, unless it is deemed to be in good condition, where it will be left in situ for the new customer. It will then become the new customers responsibility and won't be maintained by whg.
6.3	Carpet grippers will be removed from doorway thresholds and stair treads to avoid injury but may be left to perimeters of rooms.
6.4	All laminate flooring in flats above the ground floor will be removed due to noise nuisance.

7. Walls and Ceilings	
7.1	Any DIY boarding to walls or ceilings will be removed. Defective plasterwork to walls or ceilings will be patched to match existing or renewed. Polystyrene ceiling tiles will be removed, and necessary repairs completed. Plaster coving, if in good condition will remain in place.
7.2	Drill holes and minor cracks will become the responsibility of the new customer on occupation, as part of their decoration obligations.
7.3	Existing textured finish on ceilings and walls or other surfaces will generally be left in place or repaired where it is damaged.



8. Windows and External Entrance Doors

8.1	All windows will be checked for operation, security and repair. Broken or cracked glass will be replaced. Any low-level glass or glass in doors will conform to current regulations for safety glass. Some glazing or repairs work, depending on security and Health and Safety issues may be considered for completion after the customer has moved in.
8.2	Windows and doors requiring replacement will be made safe and depending on manufacture times, security and any Health and Safety issues, may be considered for works to be completed after the customer has moved in.
8.3	All external doors will be checked for operation and be secure. New doors shall have locks, fixtures and fittings to match existing as far as reasonably practicable.

9. Internal Joinery, Fixtures and Fittings

9.1	Skirting boards, door frames and architraves shall be in good condition and repaired or replaced if required. Stairs, handrails and balustrades shall be sound and safe with any split or badly damaged treads repaired.
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10. Kitchen Units

10.1

Work surfaces will be sound and cleanable. Any which are damaged or excessively scored will be replaced.

10.2

Kitchen units which are damaged or badly contaminated will be replaced and all unit drawers and doors being fully operational.

10.3

Under normal circumstances cupboard units, drawers, doors and handles that need replacing will be replaced with matching items. However, sometimes a close match may need to be used when that colour or design is no longer available.

10.4

Wall tiles and grout shall be sound and cleanable. Any damaged or missing tiles will be replaced with matching wall tiles, or a close match should that colour no longer be available.

10.5

When installing new kitchens, whg will aim to leave appropriate space for a washing machine, cooker and fridge dependant on the space available.



11. Bathrooms/Cloakrooms

11.1	Baths, toilets, wash hand basins or shower cubicles where fitted, will be in good condition, cleanable and sealed to adjacent surfaces as necessary. Heavily stained W.C. pans, basins, steel or cast-iron baths which cannot be cleaned sufficiently will be replaced. Missing plugs and chains will be replaced.
11.2	Where physically possible showers shall be fitted if not already installed.
11.3	Wall tiles and grout shall be sound and cleanable. Any damaged or missing tiles will be replaced with matching wall tiles, or a close match should that colour no longer be available.

12. Plumbing and Heating Systems

12.1	All pipework, taps, waste pipes, drainage, cisterns, water tanks and cylinders will be tested for operation and repaired if required.
12.2	Washing machine taps and associated waste connections will be installed where practical. Existing points will be tested and capped ready for the new customer.
12.3	A separate water isolation device may be fitted where isolation of the mains supply has restricted access.



13. Internal and External Works in occupation

13.1

In certain circumstance works may be required after you move into your home. This will be agreed with the incoming customer and a timescale agreed.

13.2

Where necessary larger non-essential repairs and replacement works may need to be scheduled after you have moved into your home. These will be made clear to you and completed with the least disruption possible through whg investment program works team.

14. Condensation and Damp

14.1

Any damp, mould or condensation issues within the home will be fully inspected for cause and remedied before occupation. Walls and surfaces badly damaged because of damp, mould and condensation shall be treated and repaired. Mechanical extraction fans will be installed in kitchens and bathrooms wherever practicable.

Check whg's website for more advice on dealing with condensation and damp.





If you have any questions about anything
in this guide, please get in touch

whg
100 Hatherton Street
Walsall
WS1 1AB



Direct telephone:
0300 555 6666



Email:
enquiries@whgrp.co.uk



Website:
www.whg.uk.com

whg is the trading name of Walsall Housing Group comprising Walsall Housing Group Limited, company registration number 04015633, registered provider number L4389, registered charity number 1108779 and all its subsidiaries. The company and all its subsidiaries are registered in England and Wales at 100 Hatherton Street, Walsall, West Midlands WS1 1AB