

**WAVERLEY HOUSING
CUSTOMER SERVICE STANDARDS**

Letting Standard for Void Properties



Safety Checks	<p>Waverley Housing will carry out:</p> <ul style="list-style-type: none"> ✓ Electrical Safety check ✓ Gas Safety Check (Where Appropriate) ✓ Lock Changes to all access locks
Cleaning	<ul style="list-style-type: none"> ✓ All rubbish will be removed from the property ✓ Former tenants belongings will be removed (to store if necessary) ✓ All surfaces to be cleaned and marks removed ✓ Sanitary ware, kitchen units, windows and external doors to be cleaned.
Decoration	<p>The condition of decoration will be assessed by the Property Services Officer</p> <ul style="list-style-type: none"> ✓ Decoration will be carried out where the decoration is of an unacceptable standard ✓ Where staining cannot be washed clean ✓ If a tear in the paper is none-repairable ✓ If the decoration is not up to Waverley quality standard e.g. patchy or not cut in properly ✓ If the colours are not deemed not to be neutral or in keeping the property ✓ Where fixings have been removed ✓ If the property is refused on 3 occasions due to the redecoration the Housing and Property Services Director will review the property standard
Floor Covering	<p>All carpets will be removed from the property. Tile, vinyl and laminate floor coverings may be left at the discretion and with the express written permission of the Property Services Officer</p>

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continued

Kitchen	<ul style="list-style-type: none">✓ Ensure kitchen units are functional and safe✓ Line up all door and drawer fronts✓ Re-edge any edges that are missing✓ Make sure all appliance spaces are 600mm✓ Check the sink is fully functional and clean✓ Damaged units and worktops to be repaired. If they are passed repair they will be replaced
Bathroom	<ul style="list-style-type: none">✓ Bathroom fixtures will be in good condition and working order.✓ Where the former tenant has requested permission to install a shower and it is found to be acceptable, Waverley Housing will accept and maintain the shower. If the shower has failed then Waverley Housing will replace the shower and maintain the shower
Garden	<ul style="list-style-type: none">✓ All rubbish to be removed✓ Grass and hedges cut to acceptable condition at entry date.✓ Paths and steps to property are checked and repaired as required.
External	<ul style="list-style-type: none">✓ Windows, rainwater goods, roof roughcast are visually checked