



Void Property Management Policy

1. Introduction

- 1.1 The policy outlines the way in which Medway Council (the Council) Housing Services will control and manage empty (void) properties within its stock.

2. Purpose

- 2.1 The purpose of this policy is to set out Housing Services position on the management of void properties.

- 2.2 The specific objectives of the Void Management Policy are:

- 2.2.1 to ensure tenants are aware of their end of tenancy obligations;
- 2.2.2 to ensure that properties let by Medway Council meet the agreed void Standards;
- 2.2.3 to ensure that rent loss through vacant housing is minimised;
- 2.2.4 to ensure that Medway Council makes the most effective use of the housing resources available to it, to meet housing need.

3. Scope

- 3.1 The Void Management Policy applies to all property owned by Medway Council Housing Services.
- 3.2 This policy applies to all tenure and occupancy types and Medway Council staff involved in void management duties including contractors and sub contractors used on the Councils behalf.

4. Legislation and Guidance

4.1 External

- 4.1.1 Health and Safety Rating System 2006

4.2 Internal

- 4.2.1 Tenancy management policy and procedure
- 4.2.2 Rechargeable repairs policy and procedure
- 4.2.3 Allocations policy 2012
- 4.2.4 Responsive repairs policy and procedure
- 4.2.5 Medway Council Tenancy Agreement(s)
- 4.2.6 Asset Management Strategy

5. Appendices

- 5.1 Medway Void Standard - Appendix 1
- 5.2 Decorating Packs for HRA Properties - Appendix 2

6. Policy

- 6.1 Tenants must end their tenancy in accordance with the Medway Council's Housing Services Tenancy Management Policy.
- 6.2 Where Housing Services suspects a property to be abandoned the statutory procedures will be followed as detailed in our Tenancy Management Policy.
- 6.3 Upon receipt of a valid notice from a tenant our repairs and maintenance contractor will conduct a Pre-Termination visit with the tenant before they vacate the property to ascertain the condition of the property.
- 6.4 Out going tenants will be asked to sign a Pre Termination Property Inspection form during the Pre-Termination Visit. This form will be taken as an agreement that they will adhere to the following conditions
 - 6.4.1 *I need to complete the work highlighted during inspection*
 - 6.4.2 *I need to make sure that the property and garden are emptied and cleared of all items and rubbish.*
 - 6.4.3 *I need to ensure that my rent and any other payment due to the Council are paid in full or an agreement reached.*
- 6.5 Outgoing tenants will be responsible for the full costs of clearing out the property and any other rechargeable repairs as laid out in the Rechargeable Repairs Policy.
- 6.6 If the outgoing tenant wishes to dispute the rechargeable repairs that have been applied to the property they must do so in writing addressing it to their previous Housing Officer, who will escalate it appropriately. The final a decision on whether the charges should apply will be communicated to the former tenant of the property in writing in accordance with our corporate service standards.
- 6.7 A further inspection will take place by the contractor once the tenant has vacated the property to identify any outstanding repair issues and/or other rechargeable work.
- 6.8 Void property works will be implemented immediately on receipt of the keys from the tenant to enable the property to be re-let as soon as possible.
- 6.9 Void properties will be checked against the planned works programme to make the most cost effective use of resources.
- 6.10 All works undertaken in the property will be completed to the Medway Void Standard (Appendix 1) and to the Medway Standard.
- 6.11 All void properties must have had a gas and electrical check and have the necessary certificates in place before they can be deemed as ready to let. Copies of these will be given to the new tenant as part of the sign up process.

- 6.12 Major and Health and Safety works that would cause a high level of disruption to tenants or put their safety at risk, such as necessary removal of asbestos, damp and rot treatments will be completed prior to the start of the new tenancy.
- 6.13 Every attempt will be made to complete all repairs prior to the new tenant taking up their tenancy, however in some circumstances minor, non-essential repairs will be undertaken once the tenancy has commenced. These repairs and the timescales for their completion will be in accordance with our Responsive Repairs policy.
- 6.14 Secure Tenants have the right to improve their home after seeking written permission from the Council. Providing that any improvements found in void properties were properly inspected and approved at the time of their installation, or in retrospect and they pass any current health and safety inspections required, they will remain in the property.
- 6.15 Once work to a void property has been completed the property will be post inspected to ensure the work meets Medway's void standards.
- 6.16 On becoming available for letting, the property will be offered in accordance with Medway Council Housing's Allocations policy.
- 6.17 Housing Services will operate a multiple viewings system on ready to let properties.
- 6.18 An individual property will be defined as hard to let when it has been offered and refused 4 times. If Housing Services are unable to rectify the problem the property may be offered as temporary accommodation.
- 6.19 Any new tenancy will be offered in accordance with our Tenancy Management Policy.
- 6.20 Housing Services will decorate Homes for Independent Living (HfIL) properties prior to a tenant moving in.
- 6.21 Housing Services will not decorate General Need (non HfIL) properties prior to new tenants moving in. Where an Officer feels a general need property is in a poor state of decoration compared to what one expects when moving into a new home (for example walls have been extensively filled, or paintwork is very poor) a decoration pack will be issued that contains appropriate types and amounts of decorating products to assist the new tenant in decorating the area/room deemed to be in a poor state of decoration. If only a particular number of rooms are in a poor state of decoration then single room packs will be issued for the number of rooms needing decoration whereas if the whole property in a poor state of decoration a whole property pack will be issued based on the size of the property. Packs are only issued if officers feel the properties needs to be decorated as it is in a poor state, they will not be issued so that

tenants can update the decoration to their choice. The type of decoration pack issued can be found in APPENDIX 2.

- 6.22 New tenants will be given the opportunity to feed back their satisfaction with the void management process and condition of the property when let during new tenant's visit that will be conducted within the first 6 weeks of their tenancy commencing.

7. Role, Responsibilities and Authority

- 7.1 The Assistant Director Physical and Cultural Regeneration retains the overall responsibility for the implementation of this policy.
- 7.2 The Neighbourhood Services Manager is responsible for the operational delivery of this policy, the associated procedures and has the responsibility for ensuring that this policy complies with Regulatory and Legislative requirements.

8. Monitoring, Review and Evaluation

- 8.1 The Neighbourhood Service Manager will monitor lettable void standard and void turnaround time. Void performance will also be discussed regularly at void meetings which are attended by Medway Council employees and the contractors carrying out the void works. Void performance will be monitored on a monthly and quarterly basis via the following performance indicators.
- 8.1.1 void turnaround time against the annual performance target;
 - 8.1.2 the number of new tenants satisfied with the condition of their property upon sign up.
 - 8.1.3 void rent loss
- 8.2 This policy will be reviewed on a biennial basis or in line with legislative or regulatory changes.

Cross References: Tenancy Management Policy, Repairs Policy, Rechargeable repairs policy

Lead Officer: Head of Housing Management
Officer responsible for producing policy: Emma Ditton – Partnership and Policy Officer

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Appendix 1 Lettable standard

The following standard relates to all of Medway's void turnaround times:

MEDWAY COUNCIL VOID STANDARDS 2013:

5 Day Void turn around

Clear and wash down property	Clear garden and cut grass
Clean dirty windows and window frames.	Make good floor screed as required
Cap off gas supply	Carry EPC
Lock change	Carry out Gas safety check
Electrical safety check	Change single sockets to doubles
Carryout management asbestos survey	Renew door handles and latches
Repair kitchen units	Minor joinery repairs
East and adjust doors	East and adjust windows
Renew window catches	Secure handrail
Renew glazing (single glazed)	Remove gripper rods and nails
Re-fix loose floorboards	Renew kitchen taps
Plumb for washer	Renew isolated wall or floor tiles
Renew bathroom taps	Re-programme alarm
Strip out laminate flooring	All voids will have a new WC seat fitted
Make safe damaged double glazing	Supply and fit slide bolt to bathroom door
Renew shower curtain	
Renew loft hatch and frame if missing.	

10 Day Void turn around

Remove polystyrene ceiling tiles and skim ceilings	Renew isolated floor tiles
Renew all floor tiles to kitchen	Renew vinyl sheeting to bathroom
Renew floorboards	Re-plaster large areas
Renew external doors	Renew window units
Renew up to 2 radiators	Renew concealed pipe runs
Remove floor tiles (including ACM tiles)	Renew fire and/or surround
Repair main roof, missing tiles or flashings	Repair or renew flat roof covering
Damp proofing (one room)	Point brickwork
Renew consumer unit	Upgrade earth
Strip, prepare walls & decorate	Emulsion and gloss 1 room
Renew individual kitchen unit	Renew kitchen sink top
Renew 1 radiator	Renew isolated floorboards
Renew internal doors	Renew glazing (double glazed)
Re-plaster up to 40% of room	Additional circuits, sockets, spurs
Remove tiled hearth and surround brick up, ventilate and make plaster and skirting where back boiler /fire has been removed.	Renew damaged concrete panels.
Renew defective electrical wiring & equipment (showers, security lights etc.)	Keep concrete bases following shed removal if in good condition

Renew up to 2 items of bathroom suite, WC & cistern, WHB & pedestal, Bath.	Replace batten lamp holders with a vapour proof light fitting in bathroom
Satellite dishes -To be left in-situ if safe. Remove aerials and dishes where unsafe and in dangerous condition.	Secure bath panel and replace if missing (following asbestos test).
Fences - Repair/replace missing panels and rotten areas. Make panels, posts and gates secure and safe (photo evidence always required if not on original specification).	Fill in fishponds ensuring adequate top covering of soil
Ensure existing gardens gates are fit for purpose and repaired as necessary.	Repair/replace handrail and spindles or ranch rails
Remove unsafe structures i.e. unsafe sheds, brick built screens (unless asbestos, which are to be reported to Medway Council on discovery). Authorisation required prior to removal	Repair/replace newel post as required
Replace broken patio slabs and replace where these are a danger.	Install units if there are less than one wall unit and one floor unit
Repair/replace damaged treads and risers	

20 Day Void turn around

Renew kitchen and part rewire *	Renew bathroom suite *
Full Heating System *	Full Rewire *
Asbestos removal (except floor tiles) **	Damp Proofing more than 1 room **
Rebuild structural walls **	Renew boiler *
Decoration of more than 1 room **	Demolish and remove all greenhouses from gardens (unless request to leave in situ).

Void turn around to be agreed

Major Fire or Flood Damage **	New structural floor (whole room) **
Renew whole roof **	

HOUSE CLEARANCE:

Remove and dispose of all rubbish and debris found within the property including loft and allocated sheds.

Remove all carpets, underlay and laminate flooring unless otherwise directed. All carpet gripper rods to be removed.

The Contractor shall arrange for the removal of furniture and all other items from the property which are present at time of hand over.

All white goods at the property are to be thoroughly inspected to determine ownership and condition.

Items supplied by Medway Council are to be checked for damage and if fit for purpose are to be tested by a competent electrician in accordance with the prescribed appliance testing regime.

Items not fit for purpose should be replaced on a like for like basis, the contractor shall contact Medway Council for further instructions and additional payment.

Items not supplied by Medway Council, either with or without a current electrical safety testing certification are to be removed from the property.

Highlight any minor adaptations, not required by the incoming tenant, and which are to be removed as part of the re-let.
Minor adaptations shall include any item that is not a fixture, i.e., any item that is capable of being picked up and easily carried from the property.
This shall include, but is not limited to, bath hoist, wheelchair walking frame, commodes, raised toilet seats.
Adaptations shall be removed by the contractor and taken to a central location for safe storage on a temporary basis for collection of Medway Council.
CLEANING SPECIFICATION:
Areas to be disinfected shall be treated with a 1% (ten thousand parts per million) Hypochlorite solution (Milton or equivalent).
All floors shall be swept clean of all visible dust and debris. Where carpet or similar coverings are to be retained they shall be thoroughly vacuum cleaned.
Where staining of floors is evident the area shall be cleaned with detergent solution and subsequently disinfected.
Where staining to carpet or similar coverings are evident, localised cleaning with a detergent solution should be carried out, applied with a damp cloth or sponge and the area subsequently disinfected.
Washable floor coverings shall be washed with a detergent solution. Visible stains and dirt shall be removed as far as possible prior to being disinfected.
Painted or varnished woodwork: Where necessary, remove all visible dirt and stains as far as possible using a detergent solution. Any visible stains remaining shall be treated with disinfectant.
Generally, these surfaces should not require cleaning unless extensive visible staining and dirt is evident. Cleaning shall be limited to localised cleaning with detergent solution.
Where necessary, remove all dirt and stains as far as possible with a detergent solution. All surfaces should be disinfected as before described.
When dry, all surfaces shall be rubbed down with a soft dry cloth to remove bloom left by the disinfectant solution.
Kitchen fittings, worktops, sinks, taps and ceramic tiling: Where necessary, remove all dirt and stains as far as possible with a detergent solution. All surfaces should be disinfected as before described (contact time to be a minimum of five minutes).
When dry, wipe down all surfaces with clean warm water and dry off with paper towels or similar disposable cloths to remove any bloom.
The Contractor shall leave notices relating to all cleaned surfaces to confirm to the incoming tenant and Medway Council that cleaning has been completed.
Clean dirty windows and window frames inside of property only, covering all levels.
Carry out management asbestos survey, enhanced management survey to include drilled samples in wall use to fasten kitchen units and baths
Any lifelines found in property will be removed by Medway Lifeline Team

GARDENS:
The Contractor shall remove all large items of visible debris. Litter pick all grassed areas, including shrubs within the boundary prior to working.
Lawns: walk site and check for hidden objects and hazards including sharps.
Strip all rubble from grassed areas prior to cutting.
Cut grass to approximate height of 50mm and collect all cuttings.
Cutting may be omitted between Nov – Feb, unless grass is higher than 100 mm.
Fill in fishponds ensuring adequate top covering of soil.
Demolish and remove all greenhouses from gardens (unless request to leave in situ).
Ensure existing gardens gates are fit for purpose and repaired as necessary.
Remove unsafe structures i.e. unsafe sheds, brick built screens (unless asbestos, which are to be reported to Medway Council on discovery). Authorisation required prior to removal.
Keep concrete bases following shed removal if in good condition.
Replace broken patio slabs and replace where these are a danger.
FENCING:
Repair/replace missing panels and rotten areas. Make panels, posts and gates secure and safe (photo evidence always required if not on original specification).
Renew damaged concrete panels
SHRUBS:
Where directed, Medway Council shall reduce hedges which are in excess of 2m in height. Retain the original form and habit of shrubbery.
Hedges growing from an adjacent private property must not be reduced in height but cut back only up to the boundary line and not over it. Contractor to notify the adjoining resident.
TREES:
Where directed by the Medway Council, the Contractor shall arrange for the lopping or removal of any dead or overhanging branches contributing to on-going maintenance issues with the structure.
Where trees limbs overhang the boundary, and are projecting from an adjacent private property, these are to be cut back only up to the boundary line and not over it. Contractor to notify adjoining resident
SAFETY CHECKS
BASIC ELECTRICAL CHECKS:
The contractor shall appoint a competent person to carry out safety checks on all elements of the electrical installation at the premises.
The competent person must be a qualified electrical engineer conversant with the current version of BS 7671: Requirements for electrical installations.

The Contractor shall test domestic installation to unoccupied property complete, disconnect and repair and renew as necessary illegal wiring and components, provide report and NICEIC test certificate.
All accessories shall be checked to ensure they are visually acceptable, not broken, loose or damaged and are suitable for the intended use. Such as sockets, lights, switches and the Main consumer unit.
Check that all wiring is protected within trunking, boxing or within the wall cavities or floor spaces voids etc. There should be no loose or damaged cables.
All electrical equipment (Shower, Security Light, Boiler) etc. should be fixed securely and be suitable for the manufacturers intended use.
Any plug, socket or adapter present which is intended for domestic use, must comply with the appropriate current regulations. Any unsafe items or appliances within the property should be removed.
Any defects to be recorded and copies of all relevant paperwork including the Periodic Inspection Certificate forwarded to Medway Council.
If as a result of the limited inspection it is determined that the electrical installation cannot be used safely the contractor shall advise Medway Council as soon as possible of work required to bring the property up to current standards.
Smoke detectors - battery operated should always be removed and replaced with mains optical
HEATING INSTALLATION INSPECTIONS:
The contractor shall appoint a competent person to carry out safety checks on all elements of the gas heating installations at the premises.
The competent person must be fully conversant with the current Gas Safety Regulations, The Gas Safety (Installation and Use) Regulations, and have the relevant elements.
The contractor will carry out a complete landlord's gas safety check and testing to all gas appliances and installation and provide Landlords Gas Safety Check Report.
Temporary cap off gas supply to void property, attend and remove cap on reoccupation of property.
The Contractor shall carry out any necessary adjustment or isolated repair of fittings identified as part their testing works. Where fittings cannot be adjusted or repaired they shall be replaced on a like for like basis.
Sections of missing or damaged pipe boxing shall be made good or replaced as part of the works.
These inspections shall be limited to a visual assessment only where mains service is not currently available.
Check the location of the appliance is suitable paying particular attention to ensure there is an adequate supply of combustion air and ventilation to the appliance.
Attention must be given to reading, understanding and complying with the manufacturer's instructions when carrying out inspections in preparation for servicing an appliance and associated equipment.
Any defects to be recorded and copies of all relevant paperwork/notices to be forwarded to Medway Council.
If as a result of the limited inspection it is determined that the appliance or gas fitting cannot be used safely the contractor shall advise Medway Council as soon as possible.

The Contractor shall carry out the replacement of defective fittings identified as part their testing works to bring the installation up to a serviceable standard. Unless otherwise dictated, fittings shall be replaced on a like for like basis.
Defective equipment forming part of the installation (Pump, Fan etc.) shall be replaced with new and installed in accordance with the manufacturer’s instructions.
Damaged sections of pipe runs shall be replaced where these are surface mounted or readily accessible within voids.
VENTILATION:
Where it is identified that there is an inadequate supply of combustion air and/or ventilation to the appliance the Contractor shall, where possible, install a replacement ventilator offering the required performance level.
Minor alteration of the existing aperture shall be included as part of the works.
The competent person must be suitably qualified and HETAS registered.
The Contractor shall carry out inspections of the heating installation to establish its condition and ascertain, where practicable, whether there are any existing problems with the appliance or system.
JOINERY:
The contractor when changing any lock will dispose of lock/cylinder as well as all keys relating to that lock/cylinder
Renew any type of lock cylinder to PVCU door drilling out old cylinder if necessary, replacing with new matching cylinder complete with a least 2 keys, make good, test, and leave in proper working order.
Where the lock mechanism is incompatible with a replacement cylinder or is found to be defective or excessively worn it should be replaced on a like for like basis.
Lever operated locking mechanisms shall be replaced with a security lock and keep compliant with BS 3621 where practicable. On internal face thumb turns to external doors to be fitted.
A minimum of three keys per lock shall be provided and delivered to Medway Council.
Where a door does not have an existing BS 3621 compliant lock and keep, one should be installed either as a replacement for an existing mortice lock or in addition to the existing lock(s).
Renew mortice lock any type or rim lock any type to outhouse shed etc. Including all handles adjusting doors etc.
Overhaul any PVCU door, remove from frame, ease, adjust foot of door, adjust door locking, mechanisms, hinges to ensure door operates correctly, rehang door.
Supply and fit slide bolt to bathroom door
STAIRS & BALCONY:
Repair/replace damaged treads and risers.
Repair/replace handrail and spindles or ranch rails.

Repair/replace newel post as required
WINDOWS GENERALLY:
Overhaul any PVCU window, dismantle, reassemble, ease, adjust casements, remove, refit or renew ironmongery, check lubricate operating mechanism, renew gaskets, make good and leave in proper working order. All first floor openable windows are to have child proof restrictors fitted.
Sashes with key operated locks with no keys will have new fasteners fitted, ground floor and windows upstairs windows with a platform outside will have locking handles, and all other upstairs sashes will have push button operation.
Where sashes have been permanently sealed by previous tenants the contractor shall reinstate where practicable.
Check draught proof strips function and do not impede operation of window.
Repair or renew adjustable child proof restrictor/catch to any type of PVCU window including remove existing fitting.
Examine fixed shelving for movement or play on brackets or fixings. Refit where possible or remove if not fit for purpose.
INTERNAL DOORS:
Check all internal doors, cupboard doors, and hatches for operation and alignment and adjust as necessary. Replace damaged or defective hinges, latches or handles as required.
Attend to minor damage to door frames, stop laths and architraves.
Works to include in situ repairs and part renewals where achievable, using proprietary filler and/or mechanical fixings to extend the life of the element, works not requiring any manufacturing input.
Doors to be light duty. Type and pattern to match existing.
Doors to be fitted to an acceptable standard, CP 151-1:1957 Part 1: Wooden Doors, to provide free and easy operation in use
Door size and thickness to match existing, where original framing is retained, to limit alteration to door stops. Adjustment of dimensions permissible where new framing is required.
Hollow Core Doors: Plywood faced flush, or Special (pressed hardboard faces, factory primed). Panel Doors: Softwood framed or Softwood framed half glazed.
Timber quality in accordance with BS EN 942.
Scandinavian whitewood or equivalent perimeter framing. Softwood lock block and Hardwood Lippings to long edges on hollow core doors.
Replacement doors to kitchens will be half hour fire check door including stops.
Glazing in doors to be 6.4mm laminated safety glass.
Hinges 2 no. per door. Quality to BS EN 1935 (formerly BS 7352:1990) except fire rated doors

Classification appropriate to weight of door leaf. Mild Steel with BZP finish.
Tubular mortice latch (2½ or 3"). Chrome/nickel plated finish.
Polished anodised aluminium finish on pressed backplates. Sprung operation. Handles to return to face of door.
Privacy set for bathroom doors with thumb turn operation.
2 no. per door. Quality to BS EN 1935 (formerly BS 7352:1990).
Classification appropriate to weight of door leaf. Mild Steel with BZP finish.
Suitable vents to be fitted, where required, for the supply of 'combustion air'.
Vents to provide an adequate permanent flow rate for the appliance and shall be in accordance with the provisions of Part J of the current Building Regulations.
Fixing shall be sufficient to achieve a secure fixing, suitable for the loads to be supported and conditions expected in normal use.
Renew loft hatch and frame if missing and install lock to loft hatch
All properties with door entry systems should either have two fobs or two keys to the main entrance door and a meter cupboard key as is appropriate
KITCHEN UNITS:
Where repair(s) to existing kitchen fixtures are being carried out, components and units shall be replaced on a like for like basis. Where necessary, defective items must be carefully removed to avoid damage to adjacent surfaces, fixtures and fittings.
On completion of the repair(s), ensure that the kitchen unit carcasses plinths and shelving are rigid and firmly secured to the background with suitable fixings. Ensure that all melamine facings and trims are intact – normal minor surface wear and discolouration only will be accepted.
All hinges and drawer runners shall be in good condition.
Ensure that all kitchen unit hinges, drawer runners etc. are clean and in good working order. Adjust and accurately re-align doors and drawers as necessary.

Minimum standard of number of units are as follows:-

1 bedroom property is:

2 double base units,
1 double wall unit,
2 single wall units and 1 single base unit.

2 bedroom property is:

3 double base units,
1 double wall unit,
3 single wall units and 1 single base unit.

3 bedroom property is:

3 double base units,
2 double wall units,
3 single wall unit and 3 single base units.

4 bedroom property is:

3 double base unit,
2 double wall unit
3 single wall units and
4 single base units.

Install units if there are less than one wall unit and one floor unit

The existing sink top and associated sealant is to be carefully removed to avoid damage to adjacent surfaces.

The existing taps (where they are in good general condition) are to be removed and set aside for re-use unless otherwise directed by the client.

Replacement sink tops shall be stainless steel to BS 1244: Part2: 1988 and shall be of near identical proportions to the sink being replaced.

The front edge of a replacement sink top shall be shaped to complement existing worktop.

The new sink shall be fitted with a combined waste and overflow to BS 3380 complete with plug and chain and new PVCU bottle trap.

Where new taps are required they shall be 15mm highneck Peglar Polo or equal and approved, unless otherwise directed by the client.

Component parts to be assembled jointed together and secured to the existing base in accordance with the manufacturer's instructions and recommendations. The 'Hot' tap shall be positioned on the left as viewed by the user. Connect taps and trap to existing service and waste pipe work.

Bed and point around perimeter of new sink top with clear Silicone based sealant to BS 5889, Type B with fungicide.

Allow for reinstatement of electrical earth bonding as appropriate.

Remove and clean off all labels, adhesive and protective coverings. Ensure that the new sink is free from damage or defects.

Ensure that the hot and cold water supply is adequate and that all associated service and waste pipe work and fittings are functioning correctly and that there are no leaks.
Make good all wall plaster, splash back tiling etc. disturbed.
Defective or damaged kitchen worktops shall be replaced on a like for like basis. Where it is not possible or economic to obtain a replacement worktop to match existing then all associated worktops shall be replaced.
Minimum 40mm thick MR chipboard to BS EN 312 part 5 type 5 covered on top and all edges with coloured laminated plastic veneer to BS EN 348, Part 1, Table 1, Grade H, Class G, Type S, reverse compensated.
The front edge to match existing if replacing one worktop or post formed if replacing all worktops.
Where a new tenant's colour choice is available, it will be confirmed in writing by Medway Council before the Contractor takes possession of the site.
Where a colour choice is not provided, the Contractor shall install bench marx options range.
New worktops to be fixed to existing bearers or base units with suitable corrosion resistant screws to BS 1210. Worktops to be fitted in unjointed running lengths. Angle joints are to be mitred and sealed to prevent water penetration.
Point around all abutments with suitable silicone sealant to comply with BS 5889, Type B with fungicide. Sealant to match colour of worktop.
New kitchen units, where required, shall comply with the requirements of BS 6222: part 2, grade H and BS 6222: part 3 and shall match existing
All new kitchen units are to be assembled (where necessary) and installed strictly in accordance with the manufacturer's instructions and recommendations.
Existing ceramic tiling shall be removed and wall plaster made good as necessary.
New splash back tiling to be a minimum of three courses (450mm) high adjacent worktops, extending down to floor level behind the cooker position.
Full replacement of kitchens will be as per the specification on the planned programme and funded separately.
The contractor shall ensure that upon departure all second fix joinery items shall be in a satisfactory condition and free of surface damage and defects and able to receive a decorative finish where appropriate.
Check hardboard self-finished bath panels are secure, fix with cupped screws into timber backgrounds where necessary.
Ensure pipe boxings are complete and refit loose panels where possible.
Where floor coverings are not present the Contractor shall check all floors for loose or defective elements.
Securely fix loose floor boarding, hatches etc. by nailing or screwing (as appropriate) to a solid background in order to prevent rocking and twisting.
Ensure that all reinstated boards are left at the same level as the adjacent floor.
Carefully cut out damaged floor boarding and replace with boarding on a like for like basis. Ensure that ends of softwood boards are fully supported by a joist or suitable bearer.

Replacement boards forming permanent access traps to services should be substituted with suitable thickness plywood sheet cut and scribed to fit the opening and securely fixed in position with screws.

Nails shall comply with the requirements of BS 1202 and be fully driven in without splitting or crushing the timber. Punch nail heads below the surface of the timber.

Screws shall be suitable and sufficient to achieve a secure fixing, suitable for the loads to be supported and conditions expected in normal use.

EXTERNAL DOORS:

The use of softwood doors as replacement will not be permitted.

Agreement must be made with Medway Council that an external door is damaged beyond economical repair prior to its replacement.

PLUMBING:

All voids will have a new WC seat fitted.

All new seats shall match the colour of the existing bathroom suite wherever possible and be supplied with a hinged cover. Where a suitable colour match is not available, a Celmac 'Woodbridge' pine effect seat and cover (ref SWC 11 AP) shall be fitted.

Ensure that all taps to sinks, washing machine positions etc. are in good condition and operating freely and effectively. Defective taps or their component parts should be replaced.

Ensure that all waste pipe work is complete, intact, watertight and operating effectively

Where there is suitable space within the property for an automatic washing machine but there is no appropriate separate hot and cold supply or trapped waste, these shall be provided by the Contractor.

Replace shower curtain to match existing.

Secure bath panel and replace if missing (following asbestos test).

SANITARY WARE:

The Contractor shall generally be pre-advised by Medway Council of individual elements of the bathroom suite which are to be replaced.

Where no such information has been made available the Contractor shall still closely inspect the suite for any hidden defects prior to cleaning.

Wherever possible, where a single item is required to be replaced, the defective wash basin, bath or WC suite component shall be replaced on a like for like basis.

Where an identical replacement is not available, one of the same colour and of similar proportions shall be installed where possible.

Where a colour matched item is not available, a white coloured replacement will be accepted.

Where it is necessary to replace the wash basin and/or bath splash backs, all associated non matching ceramic wall tiling shall be carefully removed and wall plaster made good where disturbed.
New splash back tiling shall be provided, colour matched to new fittings. Tiling to be a minimum of two courses (300mm) high where appropriate, adjacent to all walls abutting the bath and the basin. Tiles to cut, spaced, fixed and grouted strictly in accordance with the manufacturers recommendations.
The existing defective wash basin, bath or WC suite and associated sealant is to be isolated and carefully removed to avoid damage to adjacent surfaces, floor coverings etc.
Associated fittings such as brackets and pedestals, framing and panels, are also to be removed and renewed as part of the works.
The existing taps are to be removed and set aside for re-use unless otherwise directed by the client.
Where new basin taps are required they shall be 15mm chrome plated brass pillar taps or equal and approved, unless otherwise directed by the client.
Where new bath taps are required they shall be 22 mm chrome plated brass pillar taps or equal and approved, unless otherwise directed by the client.
Supply and install the new basin complete with a new 32 mm chrome plated brass waste, chain and plug and a new PVCU bottle trap.
Supply and install new bath (which shall be to BS 1390) complete with a new 38 mm chrome plated brass waste, chain and plug and a new PVCU bottle trap.
Supply and install new colour matched bath panel(s) (to be high impact polystyrene with rigid honeycomb backing).
Make good bath enamel chips which are located below waterline
Supply and install new vitreous china horizontal outlet pan to BS 5503: 1997 complete with colour matched plastic seat and cover to BS 1254: 1981. Connect pan to existing soil pipe with suitable finned plastic connector.
Where necessary, supply and install new 7.5 litre capacity low level vitreous china cistern with bottom overflow. Cistern to have high pressure ball valve to BS 1212 part II , operated by chrome plated lever. Flush pipes, where required, to be colour matched plastic, complete with proprietary connectors.
Remove and clean off all labels, adhesive and protective coverings. Ensure that the new bathroom fittings are free from damage or defects.
Ensure that the hot and cold water supply is adequate and that all associated service and waste pipe work and fittings are functioning correctly and that there are no leaks.
Make good all associated pipe boxing, skirtings and wall plaster, disturbed during the works.
REPLACEMENT PIPE RUNS:
Damaged sections of pipe runs shall be replaced regardless of location or accessibility, including the removal and/or renewal of pipe boxing, lifting of floorboards and the excavation of buried services. New pipe work shall be securely clipped and protected.

Replacement pipe runs shall be limited to not more than 50% of the installation.
Holes drilled in traditional joists for concealed pipe work shall be strictly in accordance with the Building Regulations Approved Document A.
Full replacement of bathroom suite will be as per the specification on the planned programme.
Plugs in sink and bath to be replaced in all voids
ELECTRICAL INSTALLATION:
The Contractor shall carry out the replacement of any defective accessories identified as part their testing works to bring the installation up to a serviceable standard. Unless otherwise dictated, accessories shall be replaced on a like for like basis.
Defective equipment forming part of the installation (Shower, Security Light etc.) shall be replaced with new and installed in accordance with the manufacturer's instructions.
Elements of defective wiring shall be renewed where they are readily accessible within surface mounted trunking or voids.
Remove all obsolete/redundant equipment within the property and make good all disturb surfaces.
The Contractor shall ensure compliance with current IEE regulations for supplementary bonding on works carried out during the re-let.
Elements of defective wiring shall be renewed regardless of location or accessibility, including the removal and/or renewal of pipe boxing, lifting of floorboards and the forming of chases. New wiring shall be securely fixed and protected.
Replace all single sockets with double sockets including all associated works.
All pull cords are to be replaced in bathroom and any other cords in kitchen used for lights or fans
Holes drilled in traditional joists for electrical service runs shall be strictly in accordance with the Building Regulations Approved Document A.
Replace batten lamp holders with a vapour proof light fitting in bathrooms
PLASTERING REPAIRS
PATCH REPAIR DEFINITION:
Confined to localised impact damage or patches around light switches or other services, also works to make good damage after other trades such as around window reveals or door frames.
Where not more than 40% of the total wall area in any one wall is deficient.
Patch repairs will not be accepted where works of the following nature apply:
Where an additional underlying failure of a building element exists (i.e. repairs of a structural nature, or rising dampness).
Sources of penetrating dampness cannot be easily identified and eradicated.
Works including the replacement of whole wall or ceiling finishes. Whole wall or ceiling replacement is where more than 40% of the total surface area is deficient and shall generally apply where:

An underlying failure of a building element has been diagnosed (i.e. repairs of a structural nature, or rising dampness) and has been suitably rectified.
Sources of penetrating dampness have been identified and eradicated.
All work to be carried out in accordance with BS 8000:Part 10: 1995 – Workmanship on Site. Code of Practice for Plastering and Rendering.
Backgrounds shall be given appropriate treatment before plastering in accordance with BS 5492 Code of Practice for internal plastering. The background to be plastered should be sufficiently even to provide a reasonably plane plaster finish. The background should provide a satisfactory key for new plaster.
In the event of mixed backgrounds where differential movement is anticipated the plaster shall be, where practicable, isolated from one of the backgrounds using galvanised metal lathing.
Angle beads and stop beads shall be galvanised metal or stainless steel, cut edges of galvanised metal shall be sealed with bitumen paint to prevent corrosion.
Fixed with corrosion resistant fixings, maximum fixing centres 600mm.
Where services, either new or relocated, are to be concealed behind plaster ensure chases are cut to adequate depth to provide protection against chemical action or thermal movement.
Plaster should be mixed in the specified proportions or as recommended by the plaster manufacturer for the particular location and use. Plaster should be mixed to uniform consistency. Different types should not be mixed together.
Plaster shall be allowed to dry thoroughly before decoration to avoid the occurrence of salt efflorescence.
Plaster shall be applied to a thickness sufficient to achieve the required quality of finish, and minimum number of coats, in accordance with the surface to be plastered.
Undercoats to be finished with a keyed surface and should be sufficiently set/cured before top coats applied.
Single coat gypsum plaster applied to gypsum plasterboard should not exceed 3mm.
Two final coat gypsum plaster applied to gypsum plasterboard should have a minimum thickness of 5mm.
Two coats of gypsum plaster (undercoat and final coat) should have a minimum thickness of 10mm.
The overall thickness of two coat plaster should not exceed 13mm when applied over an even surfaced substrate.
The overall thickness of three coat plaster should not exceed 19mm when applied over an even surfaced substrate.
The finished surface should have no more than 3mm deviation in any 1.8m run.
Where large depressions are present, deeper than 10mm, these shall be dubbed-out with undercoat plaster mix and built up in layers, not exceeding 10mm, until flush with the background surface. Dubbing out shall be done well in advance of the application of the first coat.
ADDITIONAL WORKS IN RELATION TO PLASTERBOARD:
Boards should not be erected in areas which are not weatherproofed.

Foil backed boards to be used, where specified, in areas of condensation risk.
Fixing of plasterboard should only take place when other first fix items have been completed. Ceiling boards to be fixed before wall boards.
Plasterboard used for fire resistance purposes should be double thickness with the boards staggered. (12.5mm thick x2 no)
All edges to be fully supported.
Timber framing, in stud walls, minimum width 41mm for abutting joints.
Minimum timber width for ceiling noggins 38mm for paper bound edges to be fixed.
Minimum timber width for ceiling perimeter fixing 25mm.
Nails to be steel and corrosion protected, 2.5mm diameter shank, 7mm diameter head. Nails to be minimum 30mm long for single layer 9.5mm thickness plasterboard or a minimum of 40mm long for single layer 12.5mm thickness plasterboard.
Nails to be positioned a maximum of 150mm apart per metre.
Screws to be corrosion resistant with a thread diameter of a minimum of 3.5mm.
Screws to be minimum 32mm long for single layer 9.5mm thickness plasterboard or a minimum of 36mm long for single layer 12.5mm thickness plasterboard.
Screws to be positioned a maximum of 300mm apart per metre.
ADDITIONAL WORKS IN RELATION TO DAMPNES:
Plaster to be removed to a minimum height above dpc of 1000mm.
Rake out brickwork joints to 10mm depth to provide key.
Where new cement/sand plaster is to be applied;
1:3 cement sand undercoat and class B gypsum plaster finish, maximum thickness of cement/sand to be 10mm. Plaster shall not bridge dpc or meet floor construction.
Where renovating plasters plaster is to be applied;
Plastering system to be BBA certified, or have other third part accreditation.
Manufacturer's instructions to be followed precisely.
Gypsum based undercoats are not to be used.
FLOOR COVERINGS:
All aspects of the installation of floor coverings should be in accordance with the requirements of the relevant national British Standard Code of Practice i.e. BS5325 (Installation of textile floor coverings) or BS8203 (Installation of resilient floor coverings) and supplementary specifications, or BS8425 (Installation of laminate floor coverings).
The contractor shall, where existing carpet finishes are present, ensure that the covering is adequately secured at all door openings by use of suitable edge trims. The covering shall be secured to a standard free from surface irregularities, whether fixed by gripper rods or by means of full adhesion.

The contractor shall, where thermoplastic tiles are present, ensure that tiles are adequately bonded to the substrate. In the event that adequate bonding cannot be guaranteed then thermoplastic tiles shall be removed. Bring up the sub floor to the required standards to receive new vinyl floor coverings and lay new.
Any tiling identified as being an asbestos containing material shall NOT be covered over, refer to Asbestos specification for further details.
Floor tiling repairs shall be carried out with tiles to match existing. Where tiling is being replaced to a whole room, it shall be Polyflor Classic Mystique, Tarkett Sommer Tapiflex TX 233 Saphyr range or other equal and approved non directional printed vinyl floor covering.
Vinyl sheet flooring repairs shall be carried out to match existing. Where sheeting is being replaced to a whole room, it shall be PolySafe to closely match existing.
Where a new tenant's colour choice is available, it will be confirmed in writing by Medway Council before the Contractor takes possession of the property.
Where a colour choice is not provided, the following options to be installed: basic vinyl flooring and wet room would be non-slip flooring.
Make good floor screed as required
CONCRETE REPAIRS:
Minor cracks and deficiencies to self-finished concrete floors shall be patch repaired using a proprietary cementitious latex compound. Preparation and application must be carried out strictly in accordance with the manufacturer's instructions.
Larger cracks shall be filled and pointed with a weak cement and sand mortar mix. The edges of the crack shall be cut back to a straight edge, feather edging will not be accepted, and all dirt and debris removed prior to the mortar being applied.
Self-finished concrete surfaces shall be free from major defects.
Minor cracks and deficiencies shall be patch repaired using a cementitious latex mixture. Larger cracks shall be repaired with a weak cement mix, no stronger than that of the existing screed or slab. The edges of the crack shall be cut back to a straight edge, feather edging will not be accepted, and all dirt and debris removed.
Where cracking is suspected to be due to soluble sulphate leading to sulphate attack or attributable to any structural failure, specialist works will be required. This work shall be in agreement with Golding Homes and carried out under a separate programme of works.
DECORATION:
All backgrounds shall be suitably prepared to receive the finish in accordance with the relevant manufacturer's instructions.
Where patch plastering is identified on walls, that whole room to be stripped of any wall coverings and prepared ready for redecoration by others.

Where the background has been recently renewed and is still in the process of drying out an appropriate porous decorative coating ('Trade' emulsion or similar) will be acceptable.
For walls within bungalows and sheltered units, where new plaster has been applied the Contractor shall arrange for that room to be colour washed upon completion of plastering works.
The contractor shall, where instructed, carry out internal re-decoration to walls, ceilings and adjacent items of internal joinery.
Vinyl matt emulsion shall be applied to walls and ceilings.
Paint to walls and ceilings in kitchen, utility and bathrooms (areas where high humidity levels could be expected) shall be Vinyl Silk emulsion containing anti-fungal properties.
In general, colours shall be White for ceilings and woodwork and Magnolia for walls.
Internal woodwork shall be prepared and painted or stained as appropriate to the existing decorative treatment.
Repair/replace damaged or missing skirting boards.
Remove polystyrene tiles from ceiling and skim ceilings.
Remove tile surround, brick up, ventilate and make good plaster and skirting where back boiler / fire has been removed.
GLAZING:
All glass in doors and windows will be thoroughly checked for defects.
Single panes of glass to be replaced on a 'like for like' basis unless the glass is sited in a 'critical location'.
Critical locations as defined by BS 6206:1981 'Specification for Impact Performance for Flat Safety Glass and Safety Plastics for use in buildings'.
All glass to be installed in accordance with BS 8000 - 7:1990 Workmanship on building sites.
Glass which is wholly or partially within 800mm of the floor level shall be: Minimum Class B (laminated) and permanently marked accordingly.
Glazing in a door which is wholly or partially within 1500mm from floor level shall be: Minimum Class B to BS6206 and marked accordingly.
Glass which is wholly or partially within 300mm of the edge of the door and which is wholly or partially within 1500mm from floor level shall be: Minimum Class B to BS 6206 and marked accordingly.
Glass in doors and windows forming part of an enclosure for means of escape to be clear fire rated (Pyro) glass, to withstand a minimum of 60 minutes exposure to fire.
Glass in a 'critical location' forming part of an enclosure for means of escape to be fire rated as above and safety rated to Class C of BS 6206.
Insulated Glass Units to be manufactured in accordance with BS 5713.
Units in critical locations to be minimum Class A (toughened) and permanently marked accordingly.
First floor installations to have a degree of obscurity of a minimum of 4, ground floor installations to have a degree of obscurity of a minimum of 5.
Glazing to be available in toughened format where installed in a 'critical location'.

Patterns to be limited, acceptable patterns are Arctic (4), and Cotswold (5).
MAJOR WORKS:
Where floor deflection, timber decay or infestation is identified or where significant cracking is evident in concrete floors prior to the contractor taking possession of the site, Medway Council shall identify the cause of the defect, assess the extent of the remedial work which is likely to be required and apply an appropriate re-let category.
The contractor will be provided with a schedule of works required prior to commencement on site.
UNFORSEEN WORKS:
Where defects of a similar nature as previously described are discovered by the contractor while work is in progress, the contractor shall immediately consult Medway Council (or his representative).
The contractor is likely to be required to arrange or carry out exposure work and sample testing in order to identify the cause of the defect(s). The findings of such investigations shall dictate the repair or replacement method to be adopted and may affect the 'Relet' category.
These issues shall be discussed and agreed between the Contract Administrator or his nominated representative and the contractor's representative. The Contract Administrator shall ensure that relevant parties within Medway Council are promptly informed regarding any expected or agreed changes to the Relet category.
DAMPNESS ERADICATION:
Where dampness issues are suspected or identified prior to the contractor taking possession of the site, Medway Council shall assess or identify the cause of the problem, assess the extent of the remedial work which is likely to be required and apply an appropriate relet category.
The contractor will be provided with a schedule of works which are likely to be required prior to commencement on site.
Where defects of a similar nature are discovered by the contractor while work is in progress, the contractor shall immediately consult Medway Council.
Issues which may affect the Relet category shall be discussed and agreed between the Medway Council and the contractor's representative.
Medway Council shall ensure that all relevant parties are promptly informed regarding any expected or agreed changes to the Relet category.
The contractor should be aware of potential sources of dampness and take appropriate initial steps to confirm the cause of any symptoms of dampness prior to contacting Medway Council. With a maximum limit of 1sqm.
AREAS TO BE INVESTIGATED:
Potential excessive moisture symptoms and causes to be investigated include;
Discolouration and staining of finishes

Mould growth
Sulphate attack
Frost damage
High ground/path levels
EXPOSURE WORKS:
The contractor may be required to arrange or carry out exposure work, sample testing or specialist survey works in order to identify the cause of the defect(s).
The findings of such shall dictate the repair or replacement method to be adopted.
NOTIFICATION OF RESULTS:
Following exposure works; survey results, prescribed remedies and estimates for works shall be forwarded to Medway Council. Approval prior to commencement of the works must be sought.
REMEDIAL WORKS:
The contractor will be required to provide details of their proposed remedial works and offer appropriate guarantees for works carried out to eliminate or control structural dampness.
Where rot/dampness is associated with poor ventilation of areas [sub-floor voids or roof spaces] the contractor shall modify the ventilation so that it complies with current Building Regulations.
Where the contractor is able to effectively remove sources of penetrating dampness remedial plastering works in relation to dampness shall be observed.
SPECIALIST WORKS:
Where dampness is suspected in timbers these shall be thoroughly probed to locate the depth and extent of damage to enable the appropriate remedial package to be prepared to prevent a potential outbreak of dry rot.
Evidence of damage by wood-boring insects should also be noted to assist in the arrangement of specialist treatment works.
Where referral to a specialist contractor is appropriate they shall;
Be a member of The British Wood Preserving and Damp Course Association.
Use only staff that are appropriately trained and certified.
Offer an insurance backed guarantee for all work.
Have a minimum of 10 years trading under their current name.

FIRE DAMAGE:

When fire damage is evident prior to the contractor taking possession of the site, Medway Council shall assess the extent of the remedial work which is likely to be required and apply an appropriate relet category. Where deemed necessary, the contractor will be provided with a schedule of works required prior to commencement on site.

ROOFING REPAIRS

POLYSTYRENE TILES:

All polystyrene tiles should be removed as they are a potential fire risk.

FELT:

The contractor shall carefully examine defective built up felt roofing to identify points of ingress, paying close attention to joints and detailing work.

The contractor shall take appropriate action to remedy defects in built up felt roofing including attending to splits small cracks and bubbles including cutting and drying out the covering prior to undertaking repairs.

Where built up felt roofing is deemed to be beyond economical repair the contractor shall consult Medway Council.

Where deemed appropriate, prepare and apply ACROPOL + fibre reinforced acrylic resin (or equal and approved) waterproof roof coating, applied strictly in accordance with the manufacturers recommendations and instructions.

Reinstate gravel chippings where installed over repaired area to match the rest of the surface to resist solar degradation of coverings.

SHEET ROOFING:

Crawling boards must be used to prevent any deflections damaging new or existing sheets, fittings or sealants.

The contractor shall assume that profiled asbestos cement sheeted roofs are fragile in all cases and take all necessary precautions to prevent the collapse of additional areas of roofing around the intended repair.

The contractor shall install FILON DR Double Reinforced (or equal and approved) profiled roof sheets as either a direct replacement or, with prior approval from Medway Council, laid over existing damaged sheets.

On single skinned applications, where the underside of the sheet would be exposed within a building, the contractor shall install Grade 104 sheeting in accordance with BS747 "Fire Tests": Part 3 and 7 to achieve Class 1 fire rating.

On normally exposed buildings, not exceeding 10m high with normal permeability, fix sheets in every corrugation and secure side laps at centres not exceeding 450mm.

For installations above this height the contractor shall consult the manufacturer for an appropriate fixing specification.

Rigid shaped supports are required [where not installing over original sheets] to absorb pressures required by sealing washers without distorting the sheet.

SINGLE PLY MEMBRANES:
The contractor shall identify the manufacturer of the system to be repaired.
The recommendations and instructions of the manufacturers repair specification shall be strictly adhered to.
TILED ROOFS:
The contractor shall identify and replace damaged tiles with identical type and colour. Where the original tile is no longer available the contractor may substitute with a replacement of equal proportions and colour. With a maximum limit of 1sqm.
Check that tiles are correctly located over battens to achieve the required lap in accordance with the manufacturers recommendations and, where required, fixed with galvanized or aluminium alloy nails through alternate courses of tiles.
The condition of battens should be inspected for potential rot where evidence of prolonged rain penetration exists.
New battens to be sized to match existing and graded to BS 4978, clause 5 or 9. Moisture content: not more than 22% at time of fixing. Preservative treatment: OS double vacuum as section Z12 and British Wood Preserving and Damp-proofing Association Commodity Specification C8.
FLASHINGS:
Flashings shall be checked to ensure they are set back against the wall and are totally watertight. Clean the area by raking out old debris and mortar. Brush away any dust or grit and dampen the bed joints prior to application of new mortar pointing.
Mortar pointing shall be evenly stemmed into bed joints. Joints to be raked out square to approximately 25mm depth.
RIDGE/HIP TILES:
Where ridge tiles are identified as loose because of cracked or crumbling bedding mortar the contractors shall carefully remove and clean them prior to repositioning.
Check that the roof structure is also clear of old mortar and brushed clean of dust prior to relaying of tiles.
Where tiles are damaged or broken they shall be replaced with a tile of equal proportions and colour.
Bed tiles in position using a 1:3 cement: sand mixture. The mixture should be as stiff as practicable, but not too loose as to allow run off which could become unsightly. Tiles to be soaked in clean water before fixing in position to assist bonding.
Dampen the ridge prior to laying fresh mortar to prevent loss of adhesion and resist premature cracking in hot weather.
The ridge tiles should be laid and set into position along the roof-line, using the same method already used on the roof. Ensure there is a solid bedding of mortar at the end tile or where the tiles come against a wall to seal the

open end of the ridge.

If upon closer inspection the ridge tiles appear firmly fixed and only the cracked mortar between them needs replacing, rake out the gaps between the tiles and repoint using a gun applied bead of flexible non-setting mastic between the tiles.

The contractor shall select a mastic colour to match the other tiles along the run.

GUTTERING:

Where evidence exists of an overflow the contractor shall identify the source by checking the line of the gutter for sagging or missing brackets and adjust or replace as necessary to correct the defect.

Where sections of guttering are defective and require replacement this shall be limited to individual lengths and undertaken on a like for like basis, unless otherwise instructed.

Ensure all disturbed fittings and connections to rainwater pipes are watertight.

Satellite dishes & TV Aerials to be left in-situ if safe. Remove aerials and dishes where unsafe and in dangerous condition

CHIMNEYS:

Repairs to chimneys shall only be undertaken in instances where the stack is in imminent danger of collapse and with prior approval from Medway Council.

Where scaffolding is erected at the property the contractor shall advise Medway Council who shall arrange for closer inspection of any stack in poor condition.

Appendix 2

Decorating Packs for HRA Properties

There are 7 Different packs, all which entitle tenants to different amounts/types of items; the card in each packs details the entitlement:

- **Room (Standard)** – This contains all items and amounts of paint deemed necessary to decorate 1 room. It will be issued if it is deemed only 1 room is in poor decorative condition.
- **Room (Kitchen or Bathroom)** – This contains all items and amounts of paint deemed necessary to decorate a Kitchen or Bathroom. It differs from the standard room pack as it contains paints specifically designed for rooms that need a tougher, more water resistant paint. It will be issued if the Kitchen or Bathroom is deemed in poor decorative condition.
- **Studio** – This contains all items and amounts of paint deemed necessary to decorate a studio flat. It will be issued if it is deemed the whole studio flat is in poor decorative condition.
- **1Bed** – This contains all items and amounts of paint deemed necessary to decorate 1 Bed Property. It will be issued if it is deemed the whole 1 bed property is deemed in poor decorative condition.
- **2Bed** – This contains all items and amounts of paint deemed necessary to decorate 2 Bed Property. It will be issued if it is deemed the whole 2 bed property is deemed in poor decorative condition.
- **3Bed** – This contains all items and amounts of paint deemed necessary to decorate 3 Bed Property. It will be issued if it is deemed the whole 3 bed property is deemed in poor decorative condition.
- **4Bed** – This contains all items and amounts of paint deemed necessary to decorate 4 Bed Property. It will be issued if it is deemed the whole 4 bed property is deemed in poor decorative condition.
- **5Bed** - There are no specific packs for these, if we need to issue a pack for a 5 bed, we will issues the 4 bed pack plus a one room pack.