

	QP27	Property Standards	Version No.	Reviewed
	Department: Property & Maintenance		1.0	Jan 16

LACE Property Standard

The LACE Standard is the standard we require a property to meet at the end of a tenancy and the standard we expect to present at the beginning of a new one. Whether or not the Standard is met is determined during the end of tenancy inspection process and the basis is formed by the LH17 Property Inspection Checklist.

In accordance with their Tenancy Agreement, a tenant is responsible amongst other things for:

- keeping the interior of the Premises in **good and clean condition** and to decorate as often as is necessary to keep it in **good decorative order**;
- discuss any proposed modifications, additional fixtures, fittings etc. with the Association and obtain written approval in advance;
- make good any damage to the Premises or the Association's fixtures and fittings or to the common parts caused by the Tenant's staff, agents, contractors or any visitor to the Premises (**fair wear and tear excepted**);
- give the Association vacant possession and return all keys and fobs associated with access to the Premises at the end of the Tenancy and to remove all furniture, personal possessions and rubbish and leave the Premises and the Association's fixtures and fittings in good condition and repair.

An outgoing tenant is therefore required to fulfil their responsibilities to maintain the property to a good condition and state of repair through the lifetime of their tenancy. Where a tenant fails to do so, additional works may be required to be undertaken by LACE at the end of their tenancy in order for the property to be presented to the LACE Standard. Where appropriate, recharges for work undertaken may be made by LACE.

LACE Property Inspection:

In undertaking a property inspection, we are seeking to (i) ensure that the terms of the Tenancy Agreement have been adhered to (ii) identify any additional works required and (iii) establish responsibility.

In doing so, it is accepted that the terms 'fair wear and tear' and 'good condition' are open to interpretation, so the following acts as guidance with the more common areas:

Internal decor – each room is to be assessed on merit, consideration to be given to factors such as length of tenancy and nature and extent of marks and damage to walls and woodwork.

Ideally, walls should be painted in a neutral colour but the term 'good decorative order' is key so a consistent and common sense approach should be taken before deeming that partial or full redecoration is required.

Where décor is deemed not to meet the standard expected, a tenant has the option to undertake any remedial works themselves providing it can be completed to the satisfaction of LACE. Alternatively, LACE will carry out any works deemed necessary and will look to recover any costs incurred through the tenant recharge process.

Flooring – floor coverings to the hallway, bedroom and lounge areas have not been laid by LACE so do not form part of their fittings inventory. As such, these areas are the responsibility of the outgoing tenant so, at the end of a tenancy, they are entitled to remove them. However, where they may be of interest to the incoming resident they may be left by negotiation. Should they be left, they are effectively inherited by the new tenant. Should a new tenant not want the floor coverings as laid and they require LACE to remove them on their behalf, a recharge for the disposal costs may be made to the previous tenant.

Floor coverings to the bathroom and kitchen have been laid by LACE. We will look to repair or replace any such flooring that has become damaged, worn or dangerous as a result of 'fair wear and tear'. However, where damage has been caused through disregard or neglect, LACE will look to recover the repair/replacement costs through the tenant recharge process.

Doors – doors can incur significant damage as a result of wheelchairs, walkers, furniture moves etc. Doors are costly items to replace so each one is to be assessed on merit and consideration given to the impact on the overall appearance of the flat.

Where damage has been caused through disregard or neglect, LACE will look to recover the repair/replacement costs through the tenant recharge process.

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Windows – repairs are the responsibility of LACE unless any damage has been caused through disregard or neglect. In such cases, LACE will look to recover any repair/replacement costs through the tenant recharge process.

Bathroom fittings - we will look to repair or replace any fittings (toilet, basin, shower etc.) that have become damaged, worn or dangerous as a result of fair 'wear and tear'. However, where damage has been caused through disregard or neglect, LACE will look to recover the repair/replacement costs through the tenant recharge process.

Checklist:

The LH17 Property Inspection Checklist, completed at the end of a tenancy, forms the basis of the LACE Standard and requires a good/satisfactory/poor judgement to be exercised on the general condition and cleanliness of a property, with specific focus on:

- **General décor** (including walls/skirting boards/architraves) should be neutral in colour and free from scuffs/marks and cracks/damage, with all woodwork and mouldings in good condition and white in colour
- **Floors** should be free of trip hazards, stains, marks, etc., with no damage or repairs.
- Doors should be undamaged, open and close correctly and securely, with handles/locks/catches that work
- **Windows** should open and close correctly and securely, all catches should work and glazing secure, with good overall condition of window and frame.
- **Electrical sockets/switches** should be secure and undamaged
- **Light fittings** - standard or acceptable replacement, professionally fitted and working
- **Cupboards** and doors to storage areas should open and close correctly, with handles in a satisfactory condition and working catches.

Additional for kitchen:

- **Units/drawers** - base and wall units' doors will open and close and the catches will work. Cupboard drawers, door handles, door and drawer facings, sink and worktops will be in a satisfactory condition. There will not be any leaks under the sink unit and the taps will work properly.
- **Appliances**, including an extractor fan, should be in good working order, clean and undamaged, with fully and correctly functioning controls
- **Taps** should turn on and off correctly and **sinks** should be undamaged, clean and have a fitted plug and chain.

Additional for bathroom:

- **Taps** should turn on and off correctly and **sinks** should be undamaged, clean and have a fitted plug and chain and the shower tray or shower area should be clean/undamaged with a clean and fully working showerhead and controls.
- **Toilet** - will not have any cracks or leaks and will be clean, the flush will work properly with any resident supplied seat removed and the original re-fitted.
- **Shower heads and hoses** will be free of limescale and leaks
- **Extractor fan** should be in working order with clean grills and intake area.
- **Grab rails** should be secure and original or subsequently approved fittings.

As each property is different, the above should not be taken as an exhaustive list but used merely as a guide to the sorts of things to be looked at and the condition expected.

During the inspection, should any concerns be raised relating to the safety and integrity of the individual electrical, gas or fire safety installations, please inform the Asset Officer immediately who will arrange for a separate, specialist inspection to be undertaken.