

Hexagon

Lettable Standard

Introduction

When a Hexagon property becomes vacant, it is important that we re-let it as quickly as possible. Even so, new tenants can expect their home to be clean and tidy, and for all the necessary fixtures and fittings to be in place and in working order.

Type of Work/ Component	Lettable Standard	Notes
Aids & Adaptations	Repair where necessary.	
Asbestos	Removal/encapsulation as part of a repair.	
	Removal/encapsulation of damaged asbestos including remedial works Individual asbestos testing in relation to a repair.	
Cleaning	All areas within the footprint must have been swept, vacuumed or thoroughly washed ensuring that all dust, debris and dirt is removed.	
	Internal rubbish to be cleared from dwelling.	
	All surfaces must be cleaned and free from dirt, dust and grease, be ready for food preparation if appropriate and safe use (cleaning should be carried out using hot water and an anti-bacterial cleaner/detergent).	
	Some ingrained dirt may not be able to be removed. This will be assessed by the inspecting surveyor and	

	renewal may be ordered if the item is damaged.	
	Windows will be clean inside.	
Clearance	No rubbish or other property relating to the previous tenancy remaining including that in loft, cellar, cupboards etc.	
	All built in cupboards must be empty, clean and hygienic.	
	Understairs cupboards will be cleared and left rubbish free.	
Cold Water Storage tank(s)	Repair or replacement as required.	
Condensation/Mould	Will be free of damp, rot and infestation.	
	Anti-fungicidal wash and stain block. Decoration to be left as described in Decoration above.	
Curtain Battens (NOT Rails)	Repair, replacement or new installation as necessary.	
Damp Proof Course (DPC)/Damp Proof Membrane (DPM)	Repair and replace as necessary.	
Decorations	Kitchens will be decorated.	Major cracks and holes to be filled as required.
	All bathrooms will be decorated.	Repairs to internal and external finishes to be decorated to match existing.
	Wallpaper – if dirty, will be cleaned or removed. If wallpaper is hanging loose or there is defective	All wall and ceiling finishes to match existing.

	plaster, then this will also be removed, and walls left ready for redecoration. If there are areas of minor loose paper, and if in a fair condition, this can be stuck back.	Decorative coving to match existing where possible. Removal of wallpaper where required.
Door Entry System	Handset to be repaired or replaced as required.	
Doors (Internal - Not Fire Doors)	On the bathroom there is to be a door with a working lock.	Repair or like for like, to current regulations, replacement as necessary. All repaired/replaced doors to be left as described in 'Decorations' above. Borrowed/Fan lights to be repaired as necessary. All doors to have a doorstop, repairs, replacement and installation. Bathroom locks to be thumb-turn and repaired, replaced and installed as required.
Doors (Internal - Fire Doors)	Kitchens will have a half hour fire door and door set. Fire doors will be fitted in accordance to building regulations at the time of construction of the property. (Upgrading will be under instruction of fire risk assessment carried out by the appropriate qualified surveyor).	Repair or like for like replacement as necessary Must meet current regulations. No new fire doors, outside of like for like replacement, to be installed without agreement of Client surveyor. Fire door repairs/installations certified on completion,

		with certificate handed to Client.
		All doors to have a doorstop, repairs, replacement and installation included as required.
Door Furniture	<p>All doors to have operable furniture.</p> <p>Internal doors and door handles will function adequately.</p> <p>All door closers overhauled and to function correctly. These include door closers fitted to the external of the frame as well as those fitted internal to the frame.</p>	<p>Repair or standard replacement as necessary.</p> <p>Internal doors to have levers only, where internal locks have been fitted these are to be removed and made good with the exception of a privacy lock on the bathroom/WC.</p>
Door Seals	Repair or replace as necessary.	
Doors – External Patio & French Doors (Fire and Non-Fire Doors)	<p>All windows and doors will receive a service, consisting of lubricating hinges and locking mechanisms, repair and/or replacement of handles as required to ensure good working condition.</p> <p>Safety glass will be fitted in accordance with regulations.</p> <p>Cat and dog flaps are to be removed.</p> <p>An external letter box with keys or letter plate to main entrance door should be provided.</p>	

	<p>Secure front and rear doors (with lock change) and windows. If appropriate, ensure that doors comply with the current fire regulations with intumescent/smoke seals and be self-closing.</p> <p>The rear door is to have an adequate lock fit for purpose.</p>
Drainage/Waste Pipes	Plumbing and drainage free from leaks and in good working order.
Ducting/Boxing	Repair or replacement where required.
Electricals	<p>An appropriate NIC electrical safety inspection (including smoke alarms) and any necessary repairs will be carried out and report provided.</p> <p>Electrical Installation: All electrical fittings should be in good order and clean.</p> <p>Old lamp shades, bulbs and wall fittings will be removed.</p> <p>Old electrical bathroom heaters will be removed and electrical outlet blanked off.</p> <p>Smart meters and external gas/electric meters will remain the responsibility of the electrical/gas provider.</p>

EPC	<p>An energy performance survey will be carried out whilst the unit is void and an EPC (Energy Performance Certificate) will be provided, unless the existing certificate is less than 10 years old.</p> <p>A new certificate will be provided if the existing certificate is less than 10 years old but there has been an upgrade or improvement to the property.</p>
Extractor Fans	<p>A mechanical extractor fan that is humidistat controlled will be in the bathroom. This will be provided only if there is not an operable window, or the size of the room means this is necessary.</p>
Fascias/ Soffits	<p>Repair or replacement as necessary.</p>
Fencing	<p>Hexagon owned fence abutting public areas secured.</p> <p>Fences and gates – individual panels will be replaced if in poor condition and present a health and safety risk.</p> <p>Additional fencing works required will be referred to the Stock Improvement Team for inclusion within the future replacement programme.</p>

<p>Floor Covering (Kitchens and Bathrooms)</p>	<p>Non-slip flooring free from tears or rips, washable and clean will be installed.</p> <p>Repair or replacement as required.</p> <p>Where floor surface is uneven floor to be screeded as an inclusion.</p>
<p>Floor Covering (Not Kitchen or Bathroom)</p>	<p>Carpets/laminated flooring will be removed, including underlay and grips, unless an agreement with Neighbourhood Officer for them to remain has been made.</p> <p>Repair or replacement of floorboards as required.</p> <p>Where floor surface is uneven floor to be screeded.</p>
<p>Forced Entry</p>	<p>Force entry and lock change as required.</p> <p>Evictions are carried out by an alternative provider.</p>
<p>Garden</p>	<p>Rubbish removed from garden (in exceptional cases vegetation should be cleared as well as grass and shrubs cut).</p> <p>Where the garden is overgrown, Hexagon may consider a one off garden clearance and shrubbery cut back during the void period.</p> <p>Sheds, conservatories and greenhouses will be removed if they are in a poor condition, if they are</p>

	<p>left they will be gifted to the incoming resident/service user. Trees to the boundary of the property will be inspected on a “risk” basis to inform any necessary works or tree removal.</p> <p>If further works are required, this will be passed to the Stock Improvement Team for inclusion within their programme.</p>	
Glazing (Internal)	<p>No broken or cracked glazing.</p> <p>Safety glass will be fitted in accordance with regulations.</p>	<p>Glass which does not conform to current safety standards to be removed and replaced.</p>
Gas Boilers	<p>A full service and check will be carried out, this includes capping off the gas supply.</p> <p>Once the property is occupied, the new resident/service user will be required to arrange their own supply account and arrange for the boiler to be commissioned by the Service Provider.</p> <p>Inspection for defects (open-ended pipes, damaged gas fires/boiler, loose or missing radiators etc.).</p>	<p>Satisfactory LGSR required including any remedials to achieve satisfactory.</p> <p>Service Provider to reinstate supply on letting.</p>
Gas/Electric Fires	<p>Gas fires and supply pipework will be removed leaving the fire location i.e chimney breast fully vented.</p>	

Gas Flues	Repair or replace as necessary.	
Gates and Ironmongery	Repair and replacement as required.	
Garages and Car Ports (within the footprint of a property)	Lock change as standard.	
Guttering/Downpipes	Rainwater goods which are not blocked and are watertight where possible.	Repair or replace as necessary
Hard Landscaping	<p>External paving to access paths to doors and steps will be level and adequately safe (under 25mm variance in level for paving).</p> <p>Patios and decking will be removed unless in a safe condition, these will be gifted to the incoming resident/service user.</p>	
Health and Safety	No health and safety risks to incoming tenants e.g. nails protruding from floorboards or walls, cracked internal glass, polystyrene tiles, tongue and groove panelling etc).	
Insulation (Lofts and Pipework)	Loft spaces will contain a minimum of 270mm loft insulation.	
Internal Joinery	<p>Skirting and architraves will be in good condition and free of infestation (damp, dry rot etc.). They will be clean and free of mould growth.</p> <p>Stairs will be checked for loose and uneven treads.</p> <p>Handrails will be checked to ensure they are secure</p>	<p>Repair or replacement where required.</p> <p>All repaired/replaced joinery to be left as described in 'Decorations' above.</p>

	and no spindles or support brackets are loose or missing.	
Joists and Floorboards	Structurally sound and safe floors.	Refixing and renewing floorboards. Squeaky floorboards to be resolved.
Keys and Fobs	A minimum of three sets of keys including any window keys to be provided (where possible).	If no keys are present for windows, the Service Provider will endeavour to source replacements. Where this is not possible handles may be changed.
Kitchen Units	<p>Kitchen door and drawer fronts should be adequate and aligned.</p> <p>A minimum of one double wall unit, one sink base unit (inclusive of a drawer) will be provided.</p> <p>Doors and drawers of units to open and function correctly.</p> <p>If units are to be repaired or individual units replaced, all efforts are to be made to match the existing kitchen design.</p>	<p>Kitchen units to match existing colour. If a colour match cannot be made, this is to be as close as possible.</p> <p>To include doors, hinges, handles and shelves</p>
Legionella	<p>Poorly designed or maintained water systems or water left standing for any period may be affected by legionella.</p> <p>Appropriate steps to either avoid this or deal with the problem must be carried out in accordance with the Association's Legionella procedure.</p>	

Lighting (Luminaires/Lamps)	Adequate lighting (LED bulbs for energy efficiency will be provided where applicable).	A working lamp is to be provided in all fittings as an inclusion. Fluoro and halogen bulbs are to be removed and replaced with an alternative.
Locks	<p>Main entrance door (MED) to have a cylinder night latch with five lever mortice escape lock (snib type) or a euro multi point locking system dependant on the door composition.</p> <p>All main external door locks will be changed during the void period.</p> <p>Back door to have a mortice type lock or a euro multi point locking system dependant on the door composition.</p> <p>Side gates to gardens to have an appropriate lock to suit gate arrangement.</p>	Thumbturn lock on bathroom/WC.
Loft Spaces	<p>All lofts will be checked for signs of vermin and birds and eradicated if necessary.</p> <p>There will be safe and accessible loft spaces for maintenance purposes.</p>	
Meter Housings	Doors to meter cupboards and storage cupboards should be operational.	Repair or replace as necessary.
Outbuildings	Lock change as standard.	
Passive Fire & Fire Stopping Works to Flats	Non fire resistant ceiling tiles will be removed, as will tongue and groove panelling.	

Pest Control (Removal)	All lofts will be checked for signs of vermin and birds and eradicated if necessary.
Plaster	No loose plaster and be free from cracks wider than 3mm.
Plumbing	<p>Checks for leaks to all pipework including under WC cistern, bath, basin/sink waste, taps and pipe work will be carried out.</p> <p>Plumbing and drainage free from leaks and in good working order.</p>
Polystyrene Tiles/Coving	Non fire resistant ceiling tiles will be removed, as will tongue and groove panelling.
Radiators/Storage Heaters	<p>All habitable rooms will be heated.</p> <p>Individual radiators or storage heaters will be checked to ensure they are functioning correctly and are free of rust or other defects.</p>
Resident Installed/Gifted Fittings	<p>Any improvements or alterations made by the previous resident/service user will either be removed or modified to comply with Hexagon's standards. Non-standard fittings are to be removed.</p> <p>Fittings/Fixtures – items such as mirrors, shelves and posters etc., will be removed and any holes made good.</p>

	Walls will be clear of fixtures and fittings from previous resident or service user.	
Roofing	A roof that is wind tight and weather tight where possible.	Repair as necessary.
Shower	Existing showers will be tested and left in functioning order in conjunction with the Client.	Shower head and hose replaced as standard.
Shower Cubicles (installed by Client).	Repair or replacement of shower cubicles.	
Shower Curtains & Rails (installed by Client)	A new shower curtain will be provided where applicable.	Shower curtain to be replaced as standard. Rail to be repaired or replaced as necessary.
Shower Screens (installed by Client)	Where over bath screens require replacement, this is to be with a curtain and rail. Level access shower screens repaired or replaced as necessary.	
Sinks, Baths, Basins, Sanitary ware	An empty, clean and hygienic kitchen sink unit with drainer, plugs, chains and taps. A clean and hygienic bath or shower with plugs and taps. A clean and hygienic hand basin with plugs and taps. A clean and hygienic WC pan, seat and cistern. An effective bath, basin and shower seal.	Repair and replacement of individual appliances. Sanitary ware to match existing colour. If a colour match cannot be made, this is to be as close as possible Plug and chain to be replaced as standard.

	All sanitary ware will be fully functional, descaled and cleaned as required.	
Smoke Detectors/CO/Heat Detectors	One working smoke detector per floor. Carbon Monoxide alarm (where fossil fuel burning appliances used).	
Specialist Survey Reports	Damp surveys, structural surveys and the like to be carried out only at the request of the Client.	
Taps	Adequate supply of hot water and cold water i.e. hot water taps connected to a water supply system appropriate to the needs of the property. Bath taps with shower mixer attachments will be fully functioning where present. Where no shower mixer is present, one will be fitted.	Where replacement is required, this is to be lever-type.
Taps (External)	Repair or replacement as required unless fitted by the resident when these will be removed and made good as an inclusion.	
Timber Treatment/Rot	Will be free of damp, rot and infestation.	
Toilet Roll Holder	To be in place. Repair, replacement, or new installation as necessary.	
Toilet seats	Replace as standard.	

TV Aerials/Satellite Dishes	Cable extensions within property which are affecting doors, windows or causing a trip hazard are to be removed.	Cracked fascias to be replaced.
Ventilation	All rooms must have adequate ventilation for their purpose, taking account of their means of heating.	
Wall tiling	Kitchen splash back tiling, placed with a minimum of 300mm (two rows of 150mm x 150mm tiles) above working surfaces and sink units.	Repair and replacement included depth as existing.
	Tiling will be replaced if it is cracked, or in poor condition.	Where existing cannot be matched the closest possible match will be used.
	Bathroom clean and hygienic tiling (minimum of two rows of tiles in height to basin and full height to bath, defective tiles will be replaced. Where tiles cannot be matched, they will be replaced with tiles which are specified in line with Hexagon's MTC).	Renew of silicone seal if missing, damaged or mouldy.
Water Booster Pumps	Repair or replacement as required.	
Water Butts	Where these are in good condition they will be left.	
	Where they have been installed by the resident, they will be removed as part of the void clearance and any pipework made good as an inclusion.	

Water Supply	<p>Properties which are likely to remain vacant for significant periods should be drained down.</p> <p>Ensure stopcocks are located and in good working order.</p>	
Walls (External)	<p>All walls structurally safe and sound to the best knowledge of the inspecting surveyor and referred to the Stock Improvement team for assessment if concerned.</p> <p>All airbricks are adequate to rooms, including under floor ventilation, are in good condition, and are not blocked.</p>	<p>Any damage to be repaired including rendering, tile hanging, pointing, brickwork and the like.</p>
Welcome Pack	<p>Provision of a welcome pack in each void.</p>	
Wet Wall Finishes	<p>Perla/Respartex type boards</p> <p>Repair and replacement as required.</p> <p>Replacements to be as close a match as possible.</p>	
White Goods	<p>At least one cooker point will be provided within the statutory requirements of supplies of gas, electricity as applicable.</p> <p>Where a gas point is in situ, there must also be an electricity supply.</p>	<p>Every property must have an oven point. Where white goods are to be left (including cookers), these will be PAT tested as an inclusion.</p>
Worktops, including upstands	<p>Clean, hygienic worktop surfaces.</p> <p>Worktops to have cover beads and end strips.</p>	<p>Any required replacements to match existing colour. If a colour match cannot be made,</p>

		the full length is to be replaced.
		Integrity of the surface of the worktop is to be maintained (no chips).
Windows (External)	<p>Windows with no defective glazing.</p> <p>Windows which are weather tight.</p> <p>Windows that function.</p> <p>Sash fasteners and stay arms to windows.</p> <p>Where locks exist, they will be checked and repaired/replaced if faulty and keys provided.</p> <p>Supplementary locks to windows will be provided to basement or ground floor if no basement but not to other storeys or balconies.</p> <p>Windows above first floor level will have window restrictors where possible.</p> <p>No broken or cracked glazing.</p> <p>Windows are not unduly draughty.</p> <p>All windows and doors will receive a service, consisting of lubricating hinges and locking mechanisms, repair and or replacement of handles as required to ensure good working condition.</p>	<p>Repair and replace, glass, frame and seals as necessary.</p> <p>Misted units are to be replaced.</p>

Safety glass will be fitted
in accordance with
regulations.

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