



Raven
Housing Trust

A GUIDE TO RETURNING YOUR HOME



Please use this guide to ensure your home is clean, clear and in a tidy condition at the end of your tenancy.

We want to work with, and help you understand the support available, so when the time is right your home is returned to us in a satisfactory condition.

We also understand that items within the home will perish through general wear and tear and that this is not due to neglect, but through day to day living. However, we also believe that if repairs need to be undertaken that are outside of fair wear and tear, due to neglect or features that are non-standard, you will be liable for recharge if not put right before returning your home to us.

Raven believes in engagement with its customers to allow opportunity to put these problems right prior to returning your home to us. This can be through three options:

1. Undertake the works to the required standard yourself (this will need to be followed by an inspection);
2. Pay an established company to deliver the works for you (this will need to be followed by an inspection);
3. Request Raven to deliver the works (which will in turn need to be recharged to you).

We understand that sometimes accidents happen in the home, but these issues still need to be put right for you and for future residents. We encourage any necessary work to be addressed early on, so there's no surprises when it's time for you to move on. And remember, we are here to support you if you need advice on managing your finances.

Within your Notice to Terminate period (normally 28 days) please allow a Raven employee to attend the property to undertake an inspection. Within this inspection we will be looking at any necessary works required before your home is returned to us. We will engage with you along the way and, if necessary, a rechargeable form will be issued. This will outline the works discussed and proposed costs, and will be supported by a letter in the post.

This still allows you the opportunity to take forward one of the three options listed previously.

We will be happy to provide you with a breakdown of the costs and continue to engage in an interest free payment plan. Please remember that the costs of works can change once they commence, but if this happens we will be honest and keep you informed at all times.

We please ask that you pay any outstanding rent payments or invoices before the end of your tenancy. If you cannot pay these in full, then please discuss your proposals for repayment with a member of the Income Team.

If you are applying to transfer to another Trust property, we will also use the same standards when we inspect. If works have not been completed by the end of tenancy or engagement in a Raven repayment plan, we may withhold confirming any offer of alternative accommodation.

This section's for you if you are ending the tenancy...

We appreciate how difficult it can be to deal with affairs after the death of a family member. Once we have been advised of this situation, we will be happy to arrange a meeting to assist you in deciding what needs to be done before returning the property. We would still require the property to be returned clear, clean and tidy, but will of course have empathy to the circumstances faced.

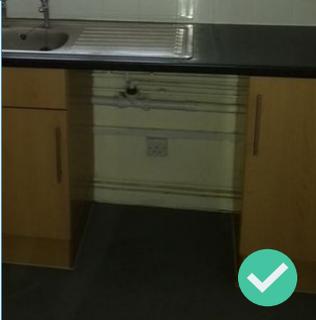
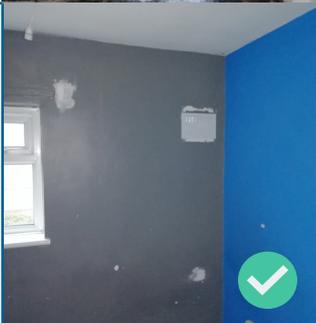
Due to the nature of the ending of tenancy, we do require four weeks' notice, by a representative of the estate, to terminate the tenancy. However, if the property will be ready to return sooner, we may use discretion to allow a minimum of two full weeks notice. Please speak to Housing Choice Team about this possibility. Please be aware that the Local Authority will not pay housing benefit during this period and the full rent will be payable from the deceased's estate.

If you have any questions after you have read through this leaflet, please contact Customer Services on 0300 123 3399 and ask to speak to the Housing Choice or the Voids Team.

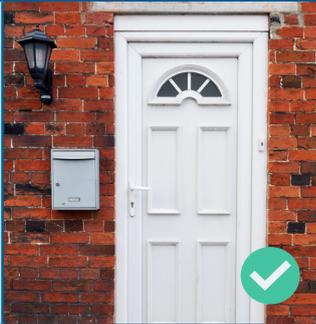
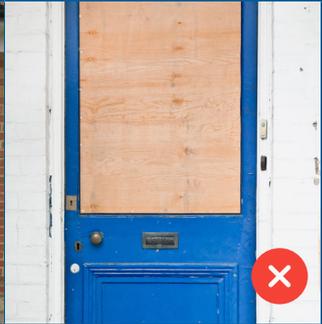
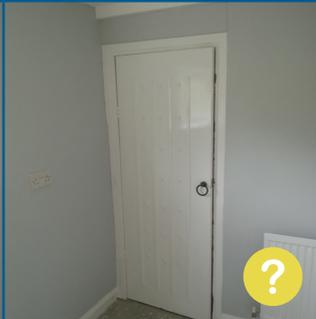
To further support you with returning your home to the correct standard, here is some further guidance and pictures. Should you need further assistance, please ask to speak to the Voids Team:

Item	Standards we expect Please ensure...	Acceptable	Maybe unacceptable without valid TDI* form and maybe recharged	Unacceptable and will unfortunately be recharged
<p>Main Services</p>	<p>All services to be left switched off. All pre-payment keys and cards to be left in the meter. No debt to be left on any meter.</p>			
<p>Electrical Items</p>	<p>All sockets, switches and light fittings should be standard white and not broken.</p>			
<p>Lighting</p>	<p>Any non-standard light fittings should be removed and returned to the standard fixture and fittings.</p>			
<p>Gas</p>	<p>Any gas cooker or tenant's own gas fire must be removed from the property and the gas pipes leading to these appliances capped off and left in a safe condition by a Gas Safe engineer.</p>			

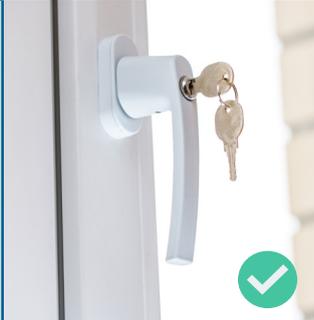
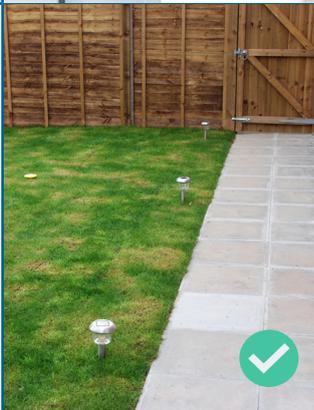
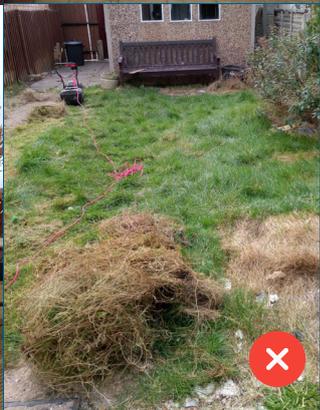
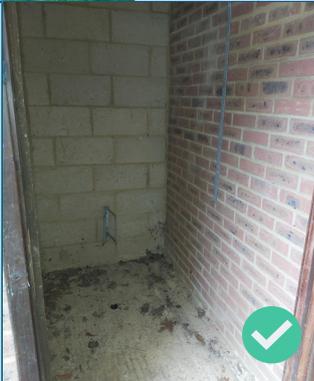
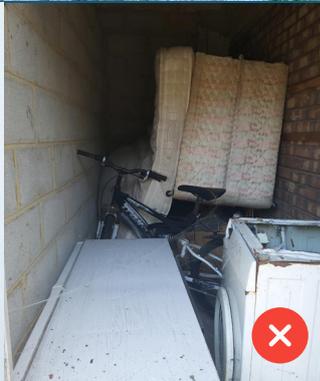
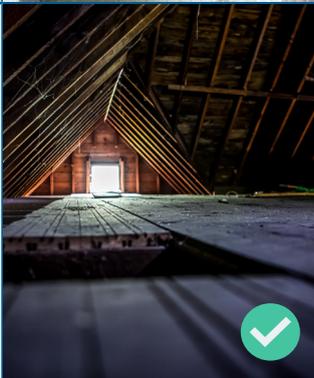
*TDI - Tenancy Dwelling Improvement Consent

Item	Standards we expect Please ensure...	Acceptable	Maybe unacceptable without valid TDI* form and maybe recharged	Unacceptable and will unfortunately be recharged
Water	Any white goods (washing machine, dishwasher) or machine requiring water connections should be turned off, isolated and free of any leaks.	 ✓	 ?	 ✗
Floors	All floor coverings laid by you should be removed. This includes all carpets and underlay, and their fixings, as well as any laminate flooring (this is especially required to any flats or maisonettes first floor or above). Flooring may only be left with prior permission from the Raven employee inspecting the property. Any Raven owned flooring coverings must be returned clear, clean and tidy.	 ✓	 ?	 ✗
Rooms	All rubbish and personal belongings should be removed. Please return rooms in a clear, clean and tidy condition.	 ✓	 ?	 ✗
Walls	Decoration should be in a reasonable condition with only fair wear and tear to walls etc. No graffiti. Walls should have no holes or cracks and be ready to decorate.	 ✓	 ?	 ✗

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Kitchen	<p>Should be left clear, clean and tidy condition, with surfaces free of grease. The sink and taps should be clean and free from limescale.</p> <p>If Raven provided you with a cooker or washing machine this should be returned in a clear, clean and tidy condition.</p>			
Bathroom	<p>Should be left clear, clean and tidy condition. This includes all fixtures and fittings, bath, basin and WC's clean and free of limescale or damage (cracks or repairs outside fair wear and tear excepted).</p>			
External Doors	<p>All doors and fixings must be in good working order.</p> <p>Please leave the keys for each lock (a minimum of 3 x keys for front, side and rear external doors).</p>			
Internal Doors	<p>All doors and fixings must be in good working order with no defects outside of fair wear and tear.</p>			

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Item	Standards we expect Please ensure...	Acceptable	Maybe unacceptable without valid TDI* form and maybe recharged	Unacceptable and will unfortunately be recharged
Windows	<p>All window keys should be left for each window lock.</p> <p>All windows should be free of grease, graffiti and mould.</p>			
Garden	<p>All items other than plants should be removed, including any structures that you own and any garden furniture or rubbish. Ponds should be filled in. Gardens should be returned in a clear, clean and tidy condition.</p>			
Sheds	<p>All storage sheds and cupboards should be left free of items and rubbish.</p> <p>The doors should not be returned in a disrepair but working well and all locks and keys returned to Raven Housing Trust.</p>			
Other Matters	<p>The loft must be cleared of any items that have been stored.</p>			

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The below is a charging pricing structure for commonly used rechargeable works. This list is not limited but provides you with guidance of the costs involved. All costs are inclusive of VAT at 20% and administration charges.

These costs will not be used for properties that have major malicious damage or evictions as detailed quotations are required.

Work required	Estimated cost including administration charges and VAT
Doors and windows (396001)	
Gain access and renew lock PVCU door (396001)	£64.14 (£53.45 +VAT)
Gain access and renew lock to timber door	£64.14 (£53.45 +VAT)
Gain access due to keys being left inside property	£64.14 (£53.45 +VAT) does not include any damage caused or replacement locks
Gain access to garage and renew lock	£64.14 (£53.45 +VAT)
Key fobs mislaid or additional required (000001)	£30.00 (£25.00 +VAT)
Damage to internal doors (462002)	£60.00 (£50.00 +VAT)
Bathroom	
Remove and renew wash hand basin (630703)	£267.37 (£222.81 +VAT)
Plumbing and heating	
Refitting of radiators removed by tenant. If no radiator is present: to be charged as extra (462001)	£40.00 per hour: Day rate
Nails through pipes. If through central heating pipes includes draining down (640003)	£43.51 (36.26 +VAT) minimum: per item
Blockages - cleaning sink traps and grease etc. (0390034)	£81.90 (68.25 +VAT)
Glazing	
Glass - broken sealed units / smashed glass (depending on size) (557003)	£363.41 (302.84 +VAT) minimum: per item
Electrical	
Electrical faults caused by tenants appliances or DIY (856001) (859001)	£140.00 (£116.67 +VAT)
General	
Damage to walls per hole (462001)	£40.00 per hour: Day rate
Cleaning and clearance	
Includes a maximum of 2 staff a lorry and tipping costs	£100.00 per hour + Tipping: £120.00 per ton

We hope that the 'Guide to Returning your Home' will support you in understanding the requirements Raven needs when your home is returned to us. We want to work with you to avoid any rechargeable works, and support you if work is required outside of general wear and tear.

If you have any questions, please contact Customer Services on 0300 123 3399 and ask to speak to the Housing Choice or the Voids Team, who will be happy to answer any questions you may have.

0300 123 3399

www.ravenht.org.uk

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