

## Move-in/out Specifications

**Table 1.**

1. General			
		Move-in Specification	Move-out Specification
1.1	Welcome Pack	<p>Upon Move-in, the Housing Officer will email you a Welcome Pack containing useful guides to living in Service Family Accommodation (SFA) including:</p> <ul style="list-style-type: none"> <li>- An SFA Factsheet setting out the requirements of living in SFA accommodation (detailing: running a business from home, keeping pets, encroachments, furniture services, insurance liability and drinking water)</li> <li>- How to access the on-line 'Guide to Living in SFA' (how to report faults)</li> <li>- Information about local amenities in your area</li> <li>- Safety in the Home</li> <li>- Asbestos Information</li> <li>- Damp and mould advice</li> <li>- Statutory Compliance documentation (such as gas and electrical safety certificates for your SFA)</li> <li>- 14 day Observation Form</li> <li>- Occupancy Form.</li> </ul> <p>Hard copies of instruction manuals relating to components within the property (such as boiler instructions) will be in your SFA.</p>	<p>Instruction manuals relating to components within the property (for example boiler instructions) shall remain in the SFA upon Move-out.</p> <p>At Move-out, all belongings (possessions and pets) and rubbish must be removed from the property before the Move-out Appointment.</p>
1.2	Cleanliness	<p><u>Flooring</u></p> <p>Carpets - The carpet shall be vacuumed and free from infestation, hair and animal odours after a deep clean. Any stains caused by bodily fluids or faeces are unacceptable. Minor staining, blemishes etc are to be spot cleaned. Minor staining and traffic marks are acceptable depending on their extent, colour and position, specifically areas likely to be covered by furniture and if they are a similar tone to the colour of the carpet. For stains that are in visible locations and obtrusive, stains shall be smaller than 75 mm in diameter.</p>	<p>The Move Out Specification shall reflect the Move In Specification except Damp and Mould where the Move Out Specification does not apply. There is no requirement for chimneys to be swept. There is no requirement for light diffusers or bowls to be cleaned internally. There is no requirement to replace the cooker hood filter.</p>

	<p>Vinyl and Laminate -Flooring shall be swept and cleaned so as to be free from grease or other substances. Minor blemishes are acceptable particularly where likely to be covered by white goods.</p> <p><u>Interior Features</u></p> <p>Walls and ceilings - Shall be clean and free from stains, dust, finger marks, ceilings to be cleared of cobwebs.</p> <p>Woodwork - Tops of doors, door frames, skirting boards, picture rails, cupboard shelves shall be washed.</p> <p>Windows - All glass, frames and sills shall be cleaned, and free from mildew/mould although spotting is acceptable. The casement shall be visibly clean when the window is open.</p> <p>Curtains - Rails shall be cleaned and curtains clean and hung without excessive creasing.</p> <p>Heating - Storage heaters, boilers, fires, radiators are to be clean and dust free.</p> <p>Fireplaces are to be swept with all ash removed and chimney recently swept (if used).</p> <p>Lighting - Cobwebs and dust around fittings shall be removed. Bulbs and florescent tubing left in fitting, shades free from dust and hung. Light diffusers and bowls to be clean inside and out and refitted.</p> <p>Vents and extractor fans - Shall be free from dust.</p> <p><u>Bathroom and WC</u></p> <p>Taps - Shall be clean and free from limescale as far as practically possible due to age</p> <p>Plug holes - Shall be clean and free from limescale, debris and hair.</p> <p>Tiles, aqua boards, bath panels - Shall be clean and free from marks, water splashes and limescales. Gaps between tiles and silicon joinery shall be free from mildew and mould.</p> <p>Baths - Shall be clean and free from limescale and marks.</p> <p>Shower screen- Shall be clean, without staining and marks and free from limescale.</p> <p>Sinks - Clean and free from limescale inside and include the underside of the sink and plinths.</p> <p>Shower cubicle - Shall be clean, without marks, mildew/mould and limescale. Shower cadies in and outside of the cubicle are to be removed.</p>	
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Service Family Accommodation  
Move In/Out Standards Checklist

Version 4 November 2024

	<p>Toilets - Shall be cleaned, free from limescale inside and outside of the bowl.  Toilet seats - Shall be clean and secure without excessive dis-colouration.  Extractor fans - Clean and free from dust.</p> <p><u>Kitchen and Utility Areas</u>  Cooker - Shall be free from grease and carbon deposits on the hob, inside the cover and the surrounds of the cooker.  Cooker hood - Free from grease around the whole unit and a new filter installed.  Work surfaces - Free from grease, marks and dirt to all exposed areas (edges and accessible undersides).  Wall surfaces - Shall be free from grease, marks, mildew/mould and splash marks.  Sinks and taps - Shall be free from grease and limescale as far as practically possible due to age, with no debris left in the plug holes.  Cupboards and drawers - Shall be clean and free from dust and food inside and out.</p> <p><u>Outside</u>  External doors and porches - Shall be clean and free from dirt and marks.  Windows (External) - All glass, frames and sills shall be cleaned.  Paths and driveways - Shall be tidy, weed and moss free and swept.  Shed and outbuildings - Shall be free from cobwebs and swept.  Bins - Shall be empty and cleaned inside and out (excluding communal bins).</p> <p><u>Damp and Mould</u>  All surfaces shall be free from material Damp and Mould. Limited spots of mould in silicone/grout are acceptable.</p>	
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2. Flooring			
		Move-in Specification	Move-out Specification
2.1	Under floor surfaces	Floors shall be structurally sound and level as appropriate for the age of the property and type of construction. Floorboards are not to be split or have any protruding nails. Floor surfaces are to be swept/vacuumed prior to laying carpet or vinyl flooring.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
2.2	Carpet	Carpet is to be stretched to fit grippers and threshold strips; wider threshold strips are acceptable if required. Minor ripples, frayed edges and delaminated carpets shall be repaired or replaced to pose no trip hazard. Carpets are to be replaced where they are ripped except in areas that will have no visual impact or pose any trip hazard risk (for example under radiators) Carpets are to be replaced due to significant wear and tear before Move-in and defined as follows: ground floor, stairs and landing - wear and tear greater than 0.3m <sup>2</sup> within one room or area; all other areas - wear and tear greater than 0.5m <sup>2</sup> within one room or area. If the area is always to be covered by furniture, this may be relaxed. Different colour carpets are acceptable, unless they are in the same room	If the carpet on the ground floor, stairs and landings has one rip greater than 150mm within each room or area; all other areas: one rip greater than 250mm within each room or area, the cost for replacing the carpet shall be borne by the Occupant, in excess of fair wear and tear, unless there is no visual impact and doesn't pose any trip hazard
2.3	Vinyl/Laminate	Vinyl flooring is to be used in all bathrooms, WC, kitchens and utility rooms if floor tiles are not already installed and to Move-in Specification set below. Vinyl flooring is to be sealed at the perimeter with silicone sealant including around sanitary fittings. Patch repairs are to be made on rips sized 150mm or less using matching material and colour to the existing flooring. Floor surfaces are to be replaced if more than 150mm in size or there is more than one rip of any size within the same surface area. Worn areas over 0.3m <sup>2</sup> shall be replaced. Laminate is to be fitted in hallways, entrance hallways and porches where carpets require replacement,. Laminate is to be sealed at the perimeter with silicone sealant. Minor marks and scratches are acceptable, any laminate boards with holes exceeding 5mm are to be replaced with matching boards	Cost associated with rips caused during occupancy that are greater than 150mm and requires replacement, shall be borne by the Occupant (in excess of fair wear and tear). Minor scratches to laminate are acceptable but costs associated to damaged boards with holes greater than 5mm will be borne by the occupant. Damage only in the instance of excess of fair wear and tear shall be borne by the occupant

2.4	Tiling	Tiling shall be grouted and sealed at all edges and around sanitary fittings. Minor cracking is acceptable and shall be repaired by grouting unless a significant Health and Safety risk. Tiles will not be loose. If there are no sharp edges, small chips less than 10mm across are acceptable. Where a replacement tile is required, it shall match existing colour, size, style as close as possible using commercially available materials or replaced entirely with vinyl.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant. Minor cracking is acceptable
2.5	Wooden and laminate flooring	Wood and/or laminate flooring shall be flat without cracks and nails protruding though. Where areas need to be replaced, it shall match existing flooring.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant
2.6	Naploc fittings	Appropriate 'Naploc' aluminium strips to be fitted to flooring at all internal doors. Flooring must be secured down with the Naploc so as not to pose a trip hazard.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant

3. Interior features			
		Move-in Specification	Move-out Specification
3.1	Ceilings	Plasterboard wall and ceiling joints shall be secure. Ceiling finishes (other than those with a textured coating) are to be smooth and level. Ceiling surfaces can have minor blemishes, bumps, dents and marks or evidence of previous repairs appropriate to the age and condition of the property.	Damages to ceilings made during occupancy, must be filled, smoothed down and painted white. If damage is caused during occupancy and not repaired by Move-out or repairs can be viewed in daylight from a distance of 1 meter, the cost of repair shall be borne by the Occupant in excess of fair wear and tear.
3.2	Wall surfaces	Surfaces may have minor blemishes, bumps, dents and marks and evidence of previous repairs appropriate to the age and construction of the property. All un-bonded or water damaged plaster or plaster displaying evidence of physical movement shall be repaired and redecorated. All nails, screws and picture hooks in excess of 4 per room are to be removed, filled and decorated in all circumstances.	Damages to walls including picture hooks, nails and screws made during occupancy in excess of 4 per room must be filled, repaired and decorated. Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.

3.3	Staircase	Staircases shall be secure, structurally sound with handrails at least on one side of the staircase for the full length of the staircase.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
3.4	External doors	Doors shall be draught proof and watertight under normal weather conditions. Doors shall lock securely. Replacement doors shall conform with current Building Regulations and British Standards. Where only a cylinder lock is fitted this shall have a deadlock facility. Hinges, latches, stays, restrictors and locks shall be functional, fit-for-purpose and complete. Letter plates shall be draught proof and watertight. Individual fitting replacement is acceptable and shall match existing colours and style as closely as possible using widely available commercially available materials. Locks shall have at least 2 keys and front doors shall be fitted with a security chain / restraint. Fobs for communal flats shall be supplied, if necessary, for ingress. Cat flaps shall be removed if they cannot be made secure, if appropriate the door panel or door shall be replaced.	All keys received at Move-in shall be returned at Move-out. If damage is caused during Occupancy, the cost of repair shall be borne by the Occupant in excess of fair wear and tear. If a cat flap is installed during occupancy, it. Cat flaps shall be removed if they cannot be made secure.
3.5	Internal doors	All doors shall be sound (not de-laminated), free opening and not foul on the door frame, or carpet/floor finishes to cause damage to paint or surface finish. Consideration to be given to repair or replace delaminated doors. Non-essential screws and nails shall be removed and any holes, dents, and scrapes in doors are to be filled before decorating. Doors shall latch fully and remain closed. Locks, latches, catches, bolts, handles, knobs etc. are to function correctly, and where appropriate are to have internal springs to return the handle but not necessarily to an exact horizontal position. It is not necessary to provide missing keys providing the door is unlocked. Bathroom and toilet doors shall be lockable. Doorstops shall be fitted where there is a possibility of damage being caused by door handles, coat hooks etc. Glass inlays and wall features below 1500mm shall be kitemarked or laminated with safety films. Doors that require replacement, are to be replaced as per Building Regulations.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.

3.6	Water pipes	There shall be no visible leaks from water pipes, taps, stopcocks or waste fittings. Wastes are to be clear from debris and drain freely. All pipework should be adequately secured. Exposed visible metal pipe work shall be painted, except in airing cupboards, storage areas etc.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
3.7	Misc.	All existing skirting, architraves, facings, radiators etc. shall be complete and properly secured.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.

4. Decoration			
		Move-in Specification	Move-out Specification
4.1	Ceilings	Ceilings are to be painted white and free from bubbling, staining, and marks when viewed in daylight from a distance of 1 meter. All areas affected by mould are to be investigated and remediated. Paint is to contain a mould inhibitor and have a low or no VOC value. All redecoration is to be carried out with regard to BS6150. "Fresh" paint splashes and runs are to be removed. There is no requirement for old paint splashes and runs from previous decorations to be removed.	Damages to ceilings made during occupancy must be filled, repaired and painted white. If damage is caused during occupancy and not repaired by Move-out or repairs can be viewed in daylight from a distance of 1.00 meters, the cost of repair shall be borne by the previous Occupant in excess of fair wear and tear.
4.2	Painted surfaces	Walls are to be painted silk magnolia (white on full room redecoration) and free of bubbles, stains, drips and marks when viewed in daylight from a distance of 2 meters. Wood surfaces where decorated are to be painted (gloss white), stained or varnished as appropriate. Only walls that have been previously decorated with painted plaster, ceramic tiling, wallpaper or painted wood chip paper are to be maintained and decorated. Feature brickwork does not require to be decorated. Radiator rollers are to be used to paint the walls behind radiators, it is not required for the radiators to be removed or loosened. Paint is to contain a mould inhibitor and have a low or no VOC value. All redecoration is to be carried out with regard to BS6150. "Fresh" paint	Damages to walls including picture hooks in excess of 4 per room made during occupancy must be filled, repaired and painted with silk magnolia or white paint. If damage is caused during occupancy and not repaired by Move-out or repairs can be viewed in daylight from a distance of 2 meters, the cost of repair shall be borne by the previous Occupant in excess of fair wear and tear.

		splashes and runs are to be removed. There is no requirement for old paint splashes and runs from previous decorations to be removed. There is no requirement to remove switch plates and socket plates to carry out any redecoration works.	
4.3	Wallpaper surfaces	Rips and tears in wallpaper covering a single wall, are to be repaired if less than 150mm <sup>2</sup> . If damage is more than 150mm <sup>2</sup> , the wall covering shall be replaced and match the remaining walls. Depending on the age of a property and the condition of the wall surfaces, the use of painted wood chip wallpaper is acceptable. Where there is not an entitlement to wallpaper and where replacement is required, consideration shall be given to replacing with painted plaster to take note of the frequency of change of Occupant.	If damage is caused during occupancy and not repaired by Move-out or repairs can be viewed in daylight from a distance of 2 meters, the cost of repair shall be borne by the Occupant in excess of fair wear and tear.
4.4	Internal doors	Where painted, doors shall be white gloss, same door finishes throughout the property are desirable but not essential. Unpainted doors if required, shall be treated with the appropriate products.	If damage is caused during occupancy and not repaired by Move-out or repairs can be viewed in daylight from a distance of 2 meters, the cost of repair shall be borne by the Occupant in excess of fair wear and tear.
4.5	Tiled surfaces	Wall tiles must be appropriate for use. Tiling shall be grouted and sealed at all work surfaces. Tiles shall not be loose, but small chips less than 10mm across are acceptable, if there are no sharp edges. Minor cracking is acceptable and shall be repaired by grouting unless a significant Health and Safety risk. Where replacement is required, tiles shall match existing colour, size, style as closely as possible using commercially available materials. Where more than 25% of tiles are to be replaced, all tiles shall be changed or replaced via Aqua Board in bath or shower area only. Where complete re-tiling is required, tiles shall be white and square with white grouting. Any joint that is excessively discoloured or incomplete or likely to leak, is to be replaced.	If damage is caused during occupancy and not repaired by Move-out or repairs can be viewed in daylight from a distance of 2 meters, the cost of repair shall be borne by the Occupant in excess of fair wear and tear. Minor cracking is acceptable

4.6	Misc.	All existing skirting, architraves, facings, radiators etc. shall be painted gloss white.	If damage is caused during occupancy and not repaired by Move-out or repairs can be viewed in daylight from a distance of 2 meters, the cost of repair shall be borne by the Occupant in excess of fair wear and tear
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5. Bathrooms, WC and Cloakrooms			
		Move-in Specification	Move-out Specification
5.1	Toilets	Toilets shall be fully functioning with no cracks or chips that are likely to have a detrimental effect on the structural integrity of the fitting. Contact surfaces shall have a smooth surface and be free from dents and chips.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
5.2	Toilet seats	Toilet seats shall be secure with properly operating hinges and a lid. Lid shall be free from stains; cracks and chips, sit secure and level on the WC pan. Wooden toilet seats are to be accepted provided they are in good condition.	Refer to Cleanliness Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
5.3	Bathroom suite	Individual bathroom fittings may be replaced without replacing the complete bathroom suite. Taps shall be functional, secure, have indicators denoting, which is hot and cold, and not drip. Hand basins and baths shall have plugs and chains (unless fitted with a pop-up plug and lever mechanism). All are to be in good working operation. Wall tiles and aqua boards must be appropriate for use (e.g., where a shower is fitted). All toilets shall have a toilet roll holder in close proximity.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.

5.4	Baths	Minor chips and blemishes are acceptable in baths with enamelled surfaces where the chips are less than 10mm across, provided they do not leave sharp edges and are not in a contact area. It is acceptable for repairs to be carried out to chips in enamelled baths as long as a reasonable attempt has been made to match colours. Baths must have bath panels fitted where appropriate. The bath shall have a plug and chain (unless fitted with a pop-up plug).	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
5.5	Shower	Replacement showers shall be fitted appropriately to the space available.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
5.6	Shower curtain	Shower curtain rails must be positioned so that the curtain hangs inside the bath when in use, clean and free of stains and mildew.	Cleanliness of shower curtain shall reflect Move in Specification.
5.7	Towel rails	Where fitted, towel rails, radiators and extractor fans to be in working order.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
5.8	Joinery	The junction of a sanitary fitting and wall or floor surface is to have a suitable plastic fitting or silicone sealant joint. Joints shall be free from mould. Any joint that is excessively discoloured or incomplete or likely to leak is to be replaced. Any repairs or replacements shall match existing colour as closely as possible using widely commercially available materials, with sealant finished in a similar profile.	Refer to Cleanliness.

6. Kitchens			
		Move-in Specification	Move-out Specification
6.1	Cupboard doors	Wall cabinets and floor units must be securely fixed to the wall. Cabinet doors and drawers shall be securely fitted to the carcass and should allow unrestricted use. Where adjustable, doors shall align with each other and with carcasses (adjust and reposition hinges / door to a maximum misalignment of 8mm). Individual door replacement is acceptable and shall match existing colour, size, style as closely as possible using commercially available materials. All doors shall open, close and have an appropriate means of operating. Hinges shall be functional and have all fixings.	Refer to Cleanliness.  Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
6.2	Work surfaces	Work surfaces must be fit for preparing food and easily cleaned. Surfaces shall be free from chips, and cracks If a suitable repair cannot be completed, individual worktop replacement is acceptable and shall match existing colour, size, style as closely as possible using commercially available materials. Attempts should be made to repair before considering replacement Moisture contamination (blown) worktops and carcasses where a suitable repair cannot be completed shall be replaced.	Refer to Cleanliness.  Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
6.3	Extractor fan	Fans, vents and grills where fitted, shall be in working order. New filters for extractor hoods are to be fitted.	Refer to Cleanliness.  Costs associated with damage caused during occupancy, shall be borne by the Occupant.
6.4	Cookers	A cooker (gas or electric) is to be provided, be in full working order and be complete with grill pan (if originally supplied with cooker), handles, oven shelves, knobs and pan supports. Cooker restraints shall be fitted to all freestanding gas cookers. Cookers shall be a minimum of 550mm width with 600mm being the default unless kitchen design prevents it. All dials and controls are to have markings clearly visible.	Refer to Cleanliness.  Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.

6.5	Sinks	Sinks and draining boards are to be fit for purpose. Sink units are to be sealed at work surfaces and all edges. Taps shall be functional (including watertight), secure, have indicators showing which is hot and cold and not drip. Sinks shall have plugs and chains attached (unless fitted with a pop-up plug and lever mechanism).	Refer to Cleanliness. Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
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7. Windows			
		Move-in Specification	Move-out Specification
7.1	Windows	All windows that open shall be fully operational. Windows shall be watertight in all weather conditions. Hinges, latches, stays, restrictors, and locks shall be functional, fit-for-purpose and complete. Double glazed windows are to be free from more than 50% moisture between the glazing except where replacement windows frames are pending within 3months. Where practical, window keys shall be replaced. If the window lock has to be replaced in order to provide missing keys, providing the window is unlocked it is not necessary to replace the lock. Trickle vents, where fitted, shall work effectively and be draft free when closed.	Refer to Cleanliness.  Key for windows received at Move-in shall be returned at Move-out.  Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
7.2	Window restrictors	Opening windows apart from those on the ground floor shall be fitted with restrictors.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
7.3	Curtain track, curtain blinds and fittings	All windows shall have curtain rails and rings/hooks, unless it is a bathroom, WC, kitchen or utility window that has been fitted with a blind. Where curtain tracks are provided, they shall be securely fixed and have sufficient curtain rings or hooks. Curtains are to be clean, and free from significant creases and hung appropriately and cover the entire window area. Curtains, blinds and other window coverings shall be fit for purpose and in good condition. Curtains are only to be lined when replacement is required. Curtains in any room are to match.	Curtains that have been provided shall be left in the property hung, and clean, and free from significant creases. Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.

<b>8. Gas and Electrical Installation and Applications</b>			
		<b>Move-in Specification</b>	<b>Move-out Specification</b>
<b>8.1</b>	Utility meters	Card or token utility meters are to be replaced with a non-card or token utility meter.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant
<b>8.2</b>	Electrical installation	The electrical installation is to be in working order. Consumer units and fuse panels are to be labelled. Installed earth bonding is to be secure.	None
<b>8.3</b>	Electrical fittings	All switches, sockets etc. shall be securely fixed. All switches, sockets etc. with visible signs of overheating, cracking, or damage shall be replaced. Bare cables or exposed insulation is to be rectified. Metal switches shall be earthed or replaced.	None
<b>8.4</b>	Kitchen switches	Cooker and other kitchen switches shall be labelled unless their purpose is unambiguous.	None
<b>8.5</b>	Light fittings	Light fittings are to be in working order with a bulb or tube fitted. Light fittings within a room shall match. Ceiling roses, pendants and cord shall not expose any wiring or terminations. Pull switches are to be replaced where not functioning. Pull cords are to be clean.	Bulbs and tube fittings to remain in the property and be working. Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
<b>8.6</b>	Shades and diffusers	Light bowls shall be provided in wet areas. Where glass shades are fitted, the ceiling and wall lights shall match like for like. Fluorescent light fittings are to have a suitable diffuser fitted.	Light fittings are to remain in the property. If they were stored while occupied, they are to be put back on the light fitting before Move-out. Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
<b>8.7</b>	Smoke alarm	A smoke alarm in working order shall be fitted on each floor, with additional alarms where layout or size of property dictates.	None

8.8	CO detector	A CO detector in working order shall be fitted in each property with an open flu gas or oil appliance, with additional detectors where layout or size of property or installed gas appliances dictates.	None
8.9	Electrical cables	Any electrical cabling including telephone and intruder alarm cabling shall be functional and securely clipped to walls.	None

9. Heating			
		Move-in Specification	Move-out Specification
9.1	System	The heating system is to be in working order, with the appropriate test certificates. Boilers, header tanks, radiators, hot water storage cylinders, heating pumps, isolation valves, radiator valves and electric heaters shall be securely fixed, show no external sign of significant corrosion and wet systems shall have no visible leaks or discharges from overflow pipes. Hot water cylinders shall be insulated.	None
9.2	Boiler	Boiler enclosure is to be intact. Replacement boilers shall be compliant with all statutory and mandatory regulations.	None
9.3	Radiators	Any thermostatic radiator valves (TRVs) are to be functional and free from dirt and dust. A suitable dust cap is to be fitted to the lock shield valve. Radiator drain valves are to be in working order and the radiators balanced and bled.	None

9.4	Feature fire	Where provided, the focal feature fire (gas or electric) is to be in a safe, clean and working order. There is no requirement to replace when a feature fire is condemned.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
9.5	Open fireplaces and chimneys	Open fires shall be safe, clean and in working order. Chimneys shall be swept and in working order.	Refer to Cleanliness. Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.

10. External Areas			
		Move-in Specification	Move-out Specification
10.1	Visual roof inspection	The roof shall undergo a visual inspection of the roof to ensuring it is sound and water does not penetrate. The guttering, gullies and downpipes are to be serviceable and free from debris and weeds.	None
10.2	TV Aerial and cabling	Where fitted, should be secure on walls and roofs.	None
10.3	External decorated surface	The external decorated surface will be consistent with the age of the property.	None
10.4	External walls	External property walls are to be structurally sound. Cracks in brick or block work greater than 10mm and damaged pointing likely to cause weather damage or internal damp to the property are to be repaired.	None

10.5	Hard surfaces	Hard surfaces (paths, car parking areas, patios, etc) within the property boundary shall be swept, weed and moss free. Hard surfaces shall be free of significant standing water and be free of trip hazards. Steps with an adjacent fall of greater than 600mm shall have handrails.	Refer to Cleanliness. Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
10.6	Hand rails	Handrails shall be securely fixed and be of sufficient strength to provide support.	None
10.7	Fences and gates	Fences shall be secure and fit for purpose to prevent egress by minors and canines. Gaps larger than 150mm are to be filled. Gates shall be fitted with operational bolts and latches and be able to close securely.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
10.8	Trees	All self-set trees (up to 75mm diameter) shall be removed. All trees inappropriate for their location or those adjacent to footpaths, highways and structures (e.g. buildings, lighting columns, signs and fences) shall be removed. Trees overhanging or encroaching security fence lines, boundary walls, fences, utility services, street furniture are to be pruned back to a minimum of 1m clearance and maintained as such. Formative pruning shall remove epicormic growths and root suckers.	None
10.9	Climbing plants	All ivy and climbing plants shall be severed unless causing structural issues, where removal is required. Ivy on fencing is acceptable but consideration should be given to severing at base.	None
10.10	Hedges and shrubs	Borders and flowerbeds are to be tidy, weeded and cultivated. Hedges and shrubs are to be maintained to a manageable 1.8m height and 1m width outside of nesting season or within nesting season (March to September) if an assessment has taken place and there are no nesting birds. If hedges are causing a Health and Safety Risk then works must be undertaken with all risks to nesting birds mitigated. All dead, controlled and dangerous plant species are to be removed.	Hedges and shrubs below 1.8m in height and 1m in width at Move-in, shall be maintained by the Occupant. If hedges and shrubs exceed 1.8m on Move-out, the cost of ground maintenance. Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.

10.11	Ground clearance	Gardens are to be free of all litter, excrement and garden waste. Fallen leaves, debris and windfall fruit shall be removed 2 days prior to the Move-in, with new leaves, debris and windfall fruit occurring during the two days allowed to remain.	During occupancy, gardens shall be maintained to a tidy condition including cutting the grass, maintaining the hedges flowerbeds and existing shrubs, collection of leaves and fallen fruit, and the disposal of garden refuse.
10.12	Green space	The garden shall be in the majority, an even surface. All individual areas of wear greater than 20% of the grassed area are to be reinstated by seeding with seed comparable to the current grass type or turfing. Unless wet or frost conditions prevent cutting, the grass shall be between 25mm to 40mm. Grassed areas that abut hard surfaces are to be trimmed using a strimmer. Scalping of lawn edges shall be completed. All arisings from grass cutting to be removed. Awnings, sandpits, swings, and other temporary structures shall be removed. Communal areas are to be clean, serviceable and free from rubbish.	Any damage greater than normal wear and tear greater than 20%. Specifically pet damage, will be liable to charges to make good, consideration being given to season and garden orientation.
10.13	Out-buildings	All outbuildings including sheds, stores, etc shall be sound and fit for purpose and suitable for storage of gardening equipment Where a lock is provided, 2 keys shall be provided.	Refer to Cleanliness. Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
10.14	Misc.	A clothes line or rotary dryer shall be provided. Where replacement is necessary, ten linear metres minimum of drying space over 1.5m high shall be provided where practical. All necessary refuse and recycling bins shall be present, serviceable, empty and clean.	Refer to Cleanliness. Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.

<b>11. Garage</b>			
		<b>Move-in Specification</b>	<b>Move-out Specification</b>
<b>11.1</b>	Structural integrity	Garage roofs shall be structurally sound and suitable for the storage of vehicles. Walls shall be sound and fit for purpose.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
<b>11.2</b>	Doors	Doors shall be secure, open and close with ease and shall be capable of being locked. Where a lock is provided, 2 garage keys shall be provided.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
<b>11.3</b>	Drainage	Under normal weather conditions there shall be no standing water within the garage.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.
<b>11.4</b>	Electrical	Lighting and power where provided shall be safe and operational.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.

<b>15. Defence Accommodation Stores (DAS) - Responsibility by the NAMS supplier</b>			
		<b>Move-in Specification</b>	<b>Move-out Specification</b>
<b>15.1</b>	Furniture	All furniture is to be serviceable, fit for purpose and erected in the room it is intended for.	Costs associated with damage only in the instance of excess of fair wear and tear shall be borne by the occupant.

