

Assessing the Quality of work - Housing Officer Guidance

Green Permanent Enhancements - Things to consider at pre move out and move out appointment

Shelving:

- Is the shelf straight and secure?
- Is the shelf of sufficient quality to be load bearing for its intended purpose?
- Is shelving in a suitable place on the wall? (e.g. Away from door openings and at a suitable height – not in a place that might be a potential hazard)
- The scale of shelving provided is not obtrusive and does not unnecessarily restrict use of the room

If the answer to all the above questions/statements is yes, the family can be advised that the shelving can be left at MO. If the answer to any of the questions is no, the family must be advised to remove the shelving and to revert the walls back to original state or damage charges will be incurred.

Coat hooks:

- Are the coat hooks fitted securely and in an appropriate place (not a potential hazard)?
- Are the coat hooks of sufficient quality to be used for hanging coats, towels and dressing gowns?

If the answer to all the above questions is yes, the family can be advised that the coat hooks can be left at MO. If the answer to any of the questions is no, the family must be advised to remove the coat hooks and to revert the walls back to original state or damage charges will be incurred.

Fitting of Curtain Poles, Blinds & Shutters:

- Are they fitted straight and secure and in an appropriate place?
- Are they clean and free from debris and stains?
- Are they fully functioning? (demonstration required)

If the answer to all the above questions is yes, the family can be advised that the curtain poles/blinds/shutters can be left at MO. If the answer to any of the questions is no, the family must be advised to remove the curtain poles/blinds/shutters and to revert the walls back to original state or damage charges will be incurred.

House Alarm or Doorbell:

- Is the alarm/doorbell securely fitted to the wall?
- Is the alarm/doorbell battery operated? (not wired to the electrics)
- Is the alarm/doorbell in working order? (working/serviceable battery fitted)

If the answer to all the above questions is yes, the family can be advised that the house alarm/doorbell can be left at MO. If the answer to any of the questions is no, the family must be advised to remove the house alarm/doorbell and to revert the walls back to original state or damage charges will be incurred.

Landscaping:

- Are the added flower beds or plants neat and tidy?
- Confirmed no obvious Health & Safety concerns

If the answer to the above question/statement is yes, the family can be advised they can leave the flower beds/plants at MO. If the answer to the above is no, the Service Family must be advised to remove the flower beds/plants and make good the garden or damage charges will be incurred.

Amber Permanent Enhancements – Things to consider at pre move out and move out appointment, noting RAMs will carry out full safety checks at VPREP

Electric Vehicle Charging Point (EVCPs):

- Is the EVCP securely fitted to the wall?
- Can the family plug in the EVCP and demonstrate it is in full working order?
- Do the family have all mandatory safety certification documents, as explained and requested by DIO to have available at MO? (Electrical Installation Certificate, Building Regulations Compliance Certificate, Distribution Network Notification and Device Warranty documents).
- Are there any signs of damage? Hanging wires etc.?

If the answer to the first 3 questions is yes, the family can be advised they can leave the EVCP at MO. If the answer to the last point above is yes, the Service Family must be advised to remove the EVCP prior to MO and if not damage charges will be incurred.

External tap fitting:

- Does the tap look securely fitted to the wall?
- Confirm there are no signs of leakage
- Do the family have all mandatory safety certification, as explained and requested by DIO to have available at MO? (WaterSafe certification, provided by plumber)
- Can you see any obvious signs of damage/issues?

If the answer to the first 3 questions/statement is yes, the family can be advised they can leave their external tap fitting at MO. If the answer to the last point above is yes,

the Service Family must be advised to remove the tap prior to MO and revert the wall back to original state and if not damage charges will be incurred.

Broadband / Phone line installation:

- Are the wires neat and tidy and securely attached to the wall?

If the answer to the above question is yes, the family can be advised that they can leave their broadband/phone installation wiring at MO. If the answer is no, the Service Family must be advised to remove the Broadband / Phone line installation wiring prior to MO and rectify any install damage caused and if not damage charges will be incurred.

Garden structures (greenhouses, pergola that is floor anchored etc) where groundwork is required:

- Does the structure look safe and secure?
- Are all screws/windows etc. intact?
- Any signs of damage (broken windows etc?)

If the answer to the first two questions is yes, the family can be advised that they can leave their garden structure at MO. If the answer to the last point above is yes, the Service Family must be advised to remove the garden structure and make good any groundwork prior to MO if not damage charges will be incurred.

New / additional Patio area:

- Is the patio sturdy with no broken/wobbling slabs?
- Is the patio free from moss?
- Is the patio under 50% of the total size or the garden?

If the answer to all questions is yes, the family can be advised they can leave their new additional patio area at MO. If the answer is no, the Service Family must be advised to remove the new additional patio area prior to MO and make good any groundwork, if not damage charges will be incurred.

Garden Decking:

- Is the decking sturdy with no broken slats?
- Is the decking free from mould and mildew?
- The decking is not warped, split or cracked?
- Is the decking under 50% of the total size or the garden?

If the answer to all questions is yes, the family can be advised they can leave their new decking area at MO. If the answer is no, the Service Family must be advised to remove the new decking area prior to MO and make good any groundwork, if not damage charges will be incurred.

Installation of new Shower Screen:

- Is the screen secure?
- Any there any signs of cracks, damage or install concerns?

If the answer to both questions is yes, the family can be advised they can leave at MO. If the answer is no, the Service Family must be advised to remove the shower screen prior to MO and make good the walls, if not damage charges will be incurred.

External power supply/sockets:

- Can the family demonstrate the external power supply/socket is in good working order?
- Do the family have relevant paperwork from install? (Electrical Installation Certificate)
- Is the external power supply/socket in an appropriate place? (e.g. Not causing any health and safety of trip hazards)
- Are there any signs of damage? (e.g. Loose fittings, wires on show etc.)

If the answer to the first three questions is yes, the family can be advised they can leave the external power supply at MO. If the answer is no, the Service Family must be advised to remove the external power supply/socket to MO and make good the wall, if not damage charges will be incurred. If the answer to the fourth question is yes, the Service Family must be advised to remove the external power supply/socket prior to MO and make good the wall, if not damage charges will be incurred.

Installation of additional TV Aerial port:

- Does the port look straight and securely fitted to the wall?
- Does there look like any signs of damage?

If the answer to the first question is yes, the family can be advised they can leave their additional TV aerial port at MO. If the answer to the last question is yes, the Service Family must be advised to remove the additional TV aerial port prior to MO and make good the walls, if not damage charges will be incurred.