November 2026

NORTHAMPTONSHIRE PARTNERSHIP HOMES

NPH Visual Lettable Standard



DOCUMENT MANAGEMENT	
Approved by: Directorate Date of approval: 5th December 2025	Next Review Date: November 2027 *Version 1*
Contact Office: (Duty Holder) Voids Manager – Luan Hutchinson Contact: (Responsible Person) Voids Manager – Luan Hutchinson	

THIS DOCUMENT IS TO BE READ IN CONJUNCTION WITH:	
1.	Void Key Performance Indicators
2.	Voids Policy 2023 V3
3.	Voids Procedure September 2023

REVISION HISTORY				
Revision date	**Previous revision date**	**Summary of Changes**	**Changes marked**	**Version**
04.03.26	05.12.25	Amended electrical specification & added garden photos		Version 2
14.04.26	04.03.26	Version control added to document		Version 3
12.11.26	14.04.26	Void photos amended throughout document		Version 4

DISTRIBUTION – This document has been distributed to:			
Name	**Job Title**	**Date of Issue**	**Version**
All relevant Departments	Numerous officers	16.12.25	1
All relevant Departments	Numerous officers	14.04.26	3
All relevant Departments	Numerous officers	12.11.26	4

NPH Visual Lettable Standard

Aims and Objectives of the visual lettable standard for all council owned housing stock and temporary accommodation.

NPH aim to offer homes that are clean, safe, and secure and meet the standards that are set out in this document. This will be achieved through effective and competent management and refurbishment of void properties, demonstrating a Value for Money (VFM) service, and using the following as key drivers:

- Ensuring that void turnover periods are reduced to a minimum, thus maximising rental income and the use of available stock through efficient control of the voids process
- Conducting multiple viewings where resources allow on all void dwellings
- Ensuring compliance with legal requirements and statutory obligations in respect of the landlord's responsibilities
- Controlling expenditure whilst ensuring properties are reinstated to the agreed, approved lettable standard
- Promoting an efficient re-letting process
- Robust internal management of all approved internal property transfers ensuring all costs and void times are controlled
- Recharge outgoing customers for breaches of their tenancy agreement and neglect of property

Our Visual Lettable Standard ensures your home:

General

- The property will be free from damp, timber decay and infestation
- All void properties will be inspected and signed off by NPH prior to a tenancy commencing to ensure that the NPH Void Lettable Standard has been achieved.
- Meter box doors to utility meters will be functional and free from damage
- All voids will meet gas, electrical, legionella, asbestos, and fire safety compliance

Cleanliness

- Properties will be clear of all goods and possessions from the previous customer
- The property will be free from vermin and insect infestation
- The property will be left in a clean condition and will have had a void property clean

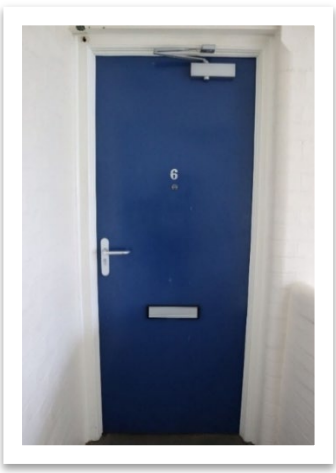


Please note that any fixtures and fittings that are deemed to be in an acceptable and safe condition from the previous customer may be gifted to the incoming customer for them to maintain in the future. The following list is not exhaustive, but example items are carpets, laminate flooring, blinds, cooker hoods, decking areas, sheds, and curtains. The incoming customer will be asked to sign a disclaimer of acceptance.

External Doors

- To be secure, watertight, and fully operational
- Check proprietary draught strip is present
- Check the letter plate is operating correctly (both internal and external)
- Replace locks to all doors
- Handrails will be fitted where appropriate, adjacent to front and back doors (Over 55's housing)
- All additional night latches will be removed and the aperture filled with fire rated products, if required

Please note that a temporary repair may have been made to your external fire door whilst a new external fire door has been ordered with our specialist contractor. The fire door will be fully lockable and functional for you to use until the new external fire door is manufactured and fitted. A mutually agreed second stage appointment will be made with you direct from the specialist contractor, when your new external fire door is ready to fit.





Flooring

Throughout the property:

- Check for loose floorboards and ensure that they are securely fixed
- Remove any cracked or broken vinyl tiles and replace if required
- Ensure that all floors are free from protruding nails and remnants of the previous floor coverings
- Leave any fitted carpets and floor coverings which are in a reasonable condition, that have been left by the previous customer, unless requested otherwise by the incoming customer
- Defective or missing skirting and architraves will be replaced
- All wet room, bathroom and kitchen floors will either be fitted with anti-slip sanitary flooring, or the existing flooring will remain in situ if in an acceptable condition
- Carpets and additional floor coverings will be fitted in our Temporary Accommodation properties only



Please note we cannot be responsible for any floor coverings you decide to keep (except for wet room, bathroom, and kitchen floors) and we will ask the incoming customer to sign a disclaimer accepting responsibility of these items and the removal of them at the end of your tenancy.

Windows

- To be secure, watertight, and fully operational and that the glass meets current safety standards
- All window casements open/close correctly
- Handles are fully operational
- Ensure all lockable handles, where fitted, are fully operational
- Trickle vents are clear and complete (internal and external)
- Window restrictors will be fitted on all windows above the ground floor (except on fire escape windows)
- Renew any defective glazing
- All window cills will be clean and in good order







Walls, ceilings and decoration

- Check plasterwork is in a sound condition, normally we will not remove wallpaper
- Check for cracks and holes in walls and ceilings and fill ready for redecoration by the customer
- Polystyrene tiles will be removed in any rooms and surfaces made good in preparation for customer decoration
- We will only decorate if the property is heavily nicotine stained or has offensive graffiti or is in a really poor condition
- A decoration voucher may be awarded if a property is hard to let

Please note that the decorating will be the responsibility of the incoming customer. Decoration includes minor filling work and the removal of wallpaper.

NPH withholds the right at the Voids Managers discretion to undertake any necessary decoration works as deemed necessary on a case-by-case basis



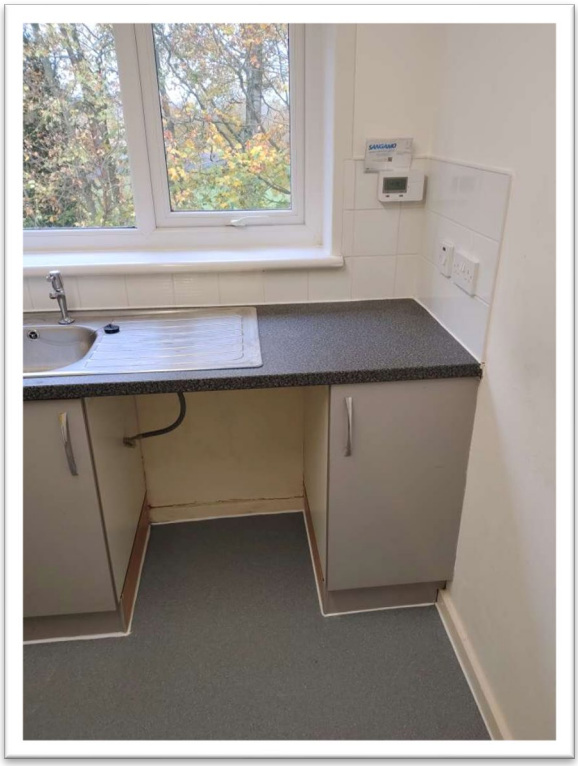


Kitchen

- Ensure that there is a suitable level of worktop space and units appropriate for the number of bedrooms in the property. (300mm minimum worktop provision either side of the cooker space, where practicable)
- Surface scratching to stainless steel sinks is acceptable, small dents are passable but unsightly large dents are not
- Ensure the kitchen sink is adequately supported

- Run and check all taps for leaks and ensure water pressure from both hot and cold taps is adequate
- Flush through all waste pipework and ensure full flow to drainage
- Replace plug and chain to kitchen sink if missing/broken
- Ensure there is a cold feed for the washing machine present and working
- Ensure there is a waste outlet either into the trap or separate waste pipe connected for the washing machine waste
- Ensure stop tap is working freely and is accessible
- Ensure all kitchen units are solid
- Ensure wall cupboards are not located over the cooker space and are at least 100mm outside the area
- Ensure all kitchen cupboard doors/drawer fronts are secure, aligned, and fully operational. If damaged doors need to be replaced – these will be replaced like for like or the nearest match if unavailable
- Open and close all doors, ensure hinges and catches are working correctly
- Seal all joints to worktops, ensure no holes, gouges or burn marks are present
- Edge joint trims are present to all worktop ends and abutments
- Ensure the provision of tiled splash back is fitted (minimum 300mm high) behind kitchen sink, drainer and tiling to be fitted to the back of the cooker space
- Plinths are fitted and in good condition
- Provide either a gas or electric cooker point where appropriate
- Ensure that a 620mm space is provided for at least 3 kitchen appliances (cooker, fridge, washing machine) where practicable, with relevant connections
- Kitchen units must not be painted / vinyl wrapped - Any painted units or worktops are rechargeable to the previous customer. These will be upgraded after an assessment is undertaken







Please note that NPH will not routinely upgrade a kitchen in the Void Period. Any Health and Safety issues will be addressed, and the kitchen upgrade will be added to a future, planned programme for replacement.

Bathroom/WC's

- All sanitary fittings to be functional, clean and free from cracks
- Tiling to be complete and intact
- Sealant to be present around bath and basin
- Showers will be fitted at all void properties, if not already present
- Shower hose/head to be sanitised
- Ensure WC pan is clean and secure, flushes and free from leaks
- Tiling is fit for shower use (bath to ceiling height)
- Run shower and all taps, check for leaks, and ensure reasonable pressure
- Ensure wall enclosed baths/showers with overhead showers are fully tiled (bath/tray to ceiling)
- Replace plug and chain to WHB or bath if missing/broken
- Flush through ALL waste pipework and ensure full flow to drainage
- Inspect bath, wash basin pedestal for looseness and free from chips or cracks
- Ensure baths have at least two rows of splashback tiles fitted
- Ensure the bathroom is provided with a heating source
- Ensure flooring is hygienic, easy to clean and moisture resistant and is anti-slip
- Level access shower area to be provided (Over 55's housing)
- Handrails to be provided in the bathroom (Over 55's housing)





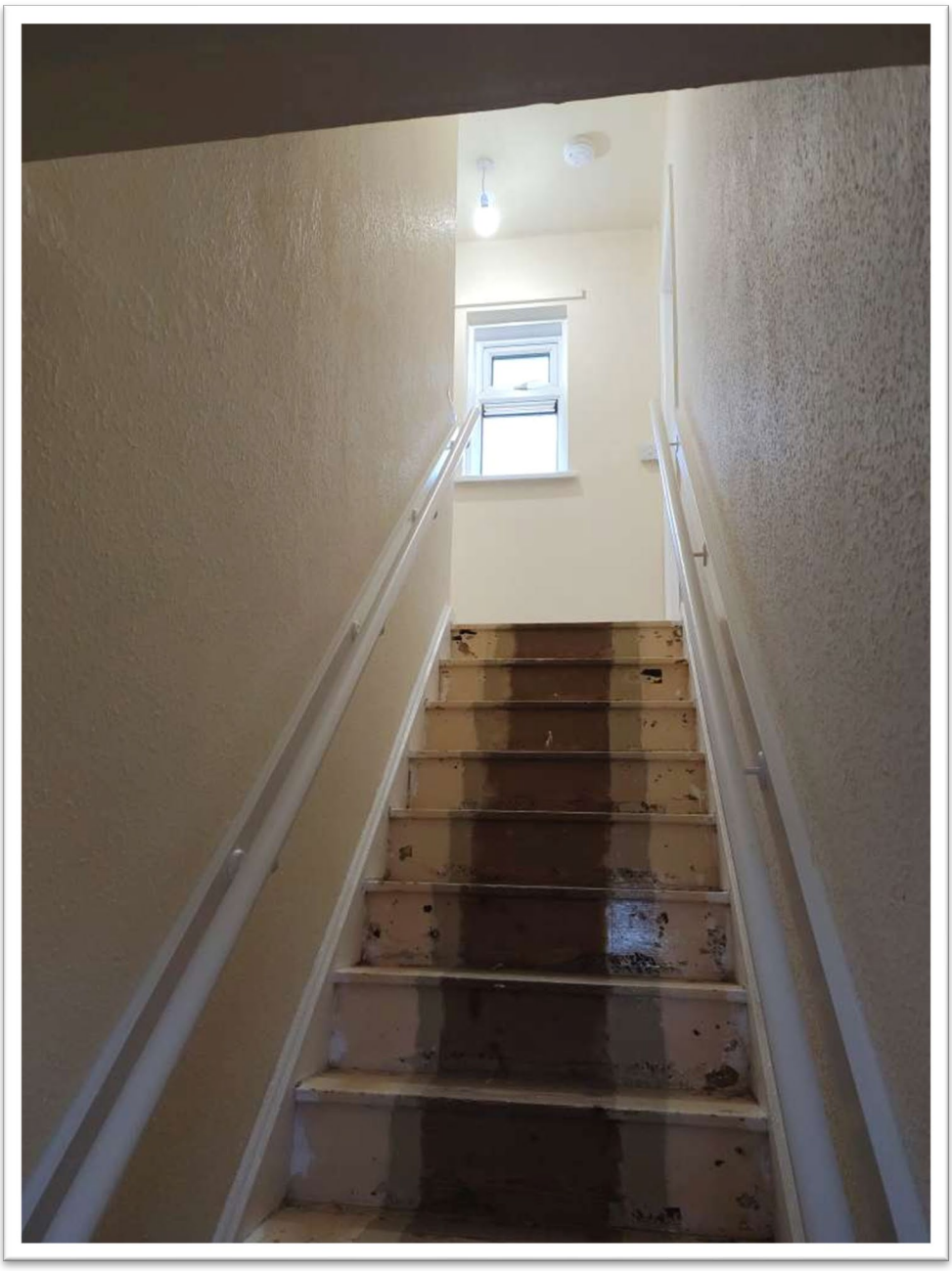

PLEASE RUN TAPS
FOR 10 MINUTES
BEFORE USE

Internal doors

- Internal doors must open and close with ease
- Ensure standard door furniture is fitted and operational
- All damaged doors will be repaired or replaced
- Fire doors will be fitted where required.

Stairs and Staircases

- Secure and free of any trip hazards with a fixed handrail present



Garden / External Walls and Paths

- Check walls for cracks or evidence of movement. (Request a structural survey, if required)
- Check and remove any identified trip hazards
- All handrails will be checked and any minor repairs completed, if required.
- Garden paths, gates, all paths to doors and washing lines and steps will be in a safe condition

Fences and Gates

- Complete a boundary ownership check to determine what fencing works are required
- Make safe and repair existing fences and gates in accordance with NPH's Boundary and Fencing Policy
- Replace any missing or damaged latches or handles to gates
- Replace any missing gates, where required
- We will provide a wooden close board privacy fence of 1.8m in length from the back of your property and continue, if necessary, with 1m high chain-link fencing
- We will maintain the integrity and security of a fence where the boundary is next to a public footpath
- We will remove any fencing that is found to be in a damaged condition, unsatisfactory or in an unsafe condition (these works will be recharged to the former customer in line with NPH's recharge policy)

Please note that NPH will not undertake major garden/external works in the void period. Any Health and Safety issues will be addressed, and the external works will be added to a future planned programme or completed 2nd stage after the new customer has moved in

Outbuildings and Sheds

- Any demountable outbuildings or sheds, shed bases, that are deemed unsafe, rotten, or badly damaged will be removed.
- Shed bases will remain if in a sound condition and gifted to the incoming customer
- Any sheds will be left empty if structurally sound and will be gifted to the incoming customer
- Outbuildings will have no insultation, damp proofing or additional power sockets fitted

Please note an outbuilding is any room or construction outside of the external door of the property.

Gardens

- Will be cleared of rubbish
- Bonfire remains will be cleared
- If required, a one-off cut/strim may be given to the grass
- All garden ponds or liners be removed and filled in to surrounding ground levels
- Areas will be raked, and any loose debris removed





Please note that gardens are the customers ongoing responsibility. If an overgrown garden is identified and specialist works are required these costs will be recharged to the former customer.

Roof, Guttering and Downpipes

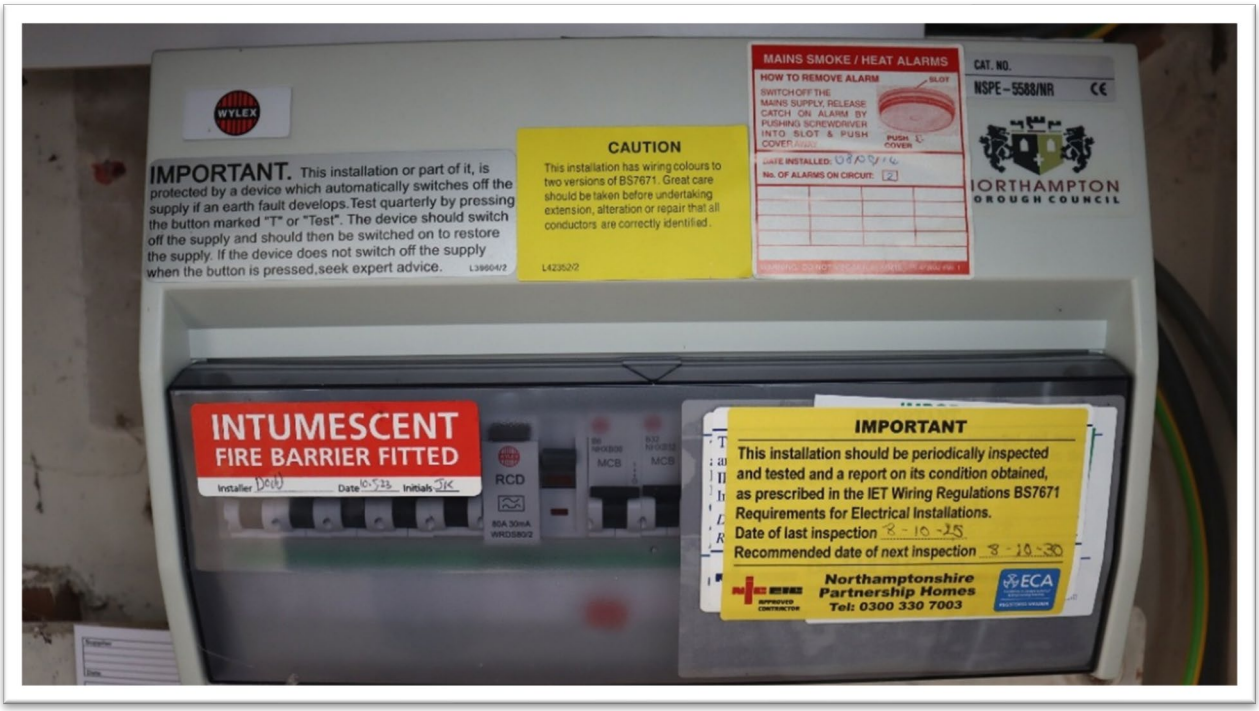
- Check for running overflows
- Check for missing roof tiles, damaged or missing flashings, slipped tiles, damaged gutters, missing stop ends and cracked down pipes
- Ensure gutters and gullies are clear
- Roof is safe and watertight
- Roof/loft space is empty.
- Adequate support is provided for water tanks

Gas

- Any gas installation and pipework supplies will be tested, and a Landlord Gas Safety Record (LGSR) certificate provided and registered
- The gas meter will be isolated and fitted with a disc on the inlet and the gas supply to the cooker space will be capped for safety
- Ensure property is listed on gas service contract upon uncapping and servicing of system when tenancy commences
- Replace or remove unsafe gas appliances following visual safety check, if applicable
- Heating Systems will be in safe working order and will have been tested for functionality prior to the tenancy commencing
- Radiators will have individual thermostatic valves fitted (except for one radiator)
- If there are gas appliances at your home, carbon monoxide detection (CO) will be fitted within the same room as an appliance and tested before tenancy
- Where there is gas present, a space for a cooker will be provided. The gas supply will be capped, and it is customers own responsibility for a cooker to be connected by a Gas Safe registered and qualified/competent engineer once you have moved into the property

Electrical

- An Electrical Installation Condition Report (EICR) will be completed and registered and issued to the new customer. All works completed will be in line with the NPH Electrical Specification
- All electrical accessories will be checked and working and also be free from any damage, not be painted or stained
- All non-standard electrical work and be reverted back to the NPH Electrical Standard
- All light fittings will be energy efficient LED type & all light fittings left with a working bulb
- A working tested shower shall be provided (mixer type or electric)
- A smoke alarm system shall be provided in line with NPH Fire and Co specification; alarms will be in date and tested
- A Working ventilation system shall be provided, existing ventilation systems shall be fully inspected, including extractor fans, external vents and ducting, and confirmed to be fit for purpose & in full working order.
- All properties will be provided with a working heating system (gas or electric)
- All ceiling switches with pull cords shall be replaced for hygiene purposes
- An adequate number of socket outlets shall be provided, per room, to negate the need for extension leads in line with the NPH Electrical Specification









Please note - If a new customer does not have gas and wishes to use an electric cooker, it is the Customer's own responsibility for it to be connected by a NICEIC registered and qualified/competent person.

Energy Efficiency

- Ensure that the hot water cylinder has a suitable insulating jacket
- Ensure that the loft insulation has a minimum thickness of 300mm, and pipework is lagged
- Loft Hatch is fitted
- An Energy performance certificate (EPC) will be provided for the property
- Solar panels could be fitted on the property and if they are fitted, they will always have their own electric supply which must be left switched on at all times
- Showers will be fitted in all void properties