



Broadacres

Broadacres Housing Association
Lettable Standard – 2026

(Customer Guidance)

Empty Homes

www.broadacres.org.uk



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Cleaning Standards

- Broadacres Housing Association will provide a home that has been cleaned post repair work ready for the new incoming customer.
- Each home will free from rubbish, building rubble/material, nicotine and any other related debris.
- Kitchens and Bathrooms will be cleaned to ensure they meet our sanitation standards.
- Floors including wet room and carpet will be cleaned/hovered as required. Floors without coverings will be swept and free from rubbish.

Decorative Condition

- Homes Will be presented in condition that is ready for the incoming customer to decorate their new home.
- We will remove any offensive materials and clean/prep any areas of extensive Nicotine staining.
- Any houses will have the Hallways and Stairs decorated where our Property Inspector states it is required.
- Where a home has had a component renewal such as a Bathroom or Kitchen replacement any fresh Plaster will have a miss coat applied.
- It is expected that the incoming customer will be responsible for filling any small cracks or holes, larger cracks or defective plaster will be repaired by Broadacres Empty Homes team.

Kitchen

- Our kitchens will come with functional taps, sink and waste, this will include all connecting pipework.
- Designated spaces and any associated pipework will be present for a washing machine and free standing cooker. Cooker space is to have, as a minimum an electric point, where a new kitchen is installed and there is an active Gas supply to the property a Gas feed will be provided. Spaces for free standing cookers to have a Stability Chain provided.
- A designated space will be present for a freestanding fridge freezer unless the kitchen design incorporates integrated appliances, such as a fridge freezer, oven and hob (Please note that the appliances are not guaranteed to be provided).
- Work surfaces and units will be in a functional condition.

- Kitchens will either be presented with upstands or tiles, where tiles are in place every effort will be made to ensure broken/damaged tiles are replaced with the nearest matching colour/style.
- Floors will be prepared ready for the incoming customer to lay their new flooring, hard surface will be self-levelled and timber floors will be fitted with 6mm ply.

Bathroom

- We will provide each home with a functional Toilet, Wash Hand Basin and a Bath and/or Shower and where possible as a matching set.
- Each bathroom will have Hygiene replacements which include Silicone Seals, Toilet Seat and Shower Head & Hose.
- All associated pipework will be secure, functional and free from any drips or leaks.
- Taps will be functional and free from weeping or leaks.
- Bathrooms will be presented with tiles, where tiles are in place every effort will be made to ensure broken/damaged tiles are replaced with the nearest matching colour/style.
- Floors will be prepared ready for the incoming customer to lay their new flooring, hard surface will be self-levelled and timber floors will be fitted with 6mm ply.

Other Internal Areas

- All windows and doors will be fully functional with no visible damage.
- Where required windows will be fitted with restrictors.
- Windows that are safe and secure but are requiring replacement may still be present, it would be expected that an appointment will have been made for this repair with our contractor. If in doubt, please contact us for further details.
- Internal woodwork will be presented in good order, this will include window batons, window boards, skirting boards, architraves and door frames.
- All timber flooring will be securely fitted, minor movement is permissible.
- Broadacres Housing Association do not typically supply floor coverings such as Hard Wood Flooring, LVT or Carpets. If we deem these flooring to be in a sanitary and good condition, we may gift these to the incoming tenant, we will not be the owners of these items and as such it will be the customers responsibility to maintain them.
- Your home may be presented with non-standard electrical fittings such as chrome sockets and switches left by the previous customer, If we deem these to be in a safe and functional condition, we may gift these to the incoming tenant, we will not be the owners of these items and as such it will be the customers responsibility to maintain them.

External Areas

- Gardens will have the grass cut to a manageable level, bushes, shrubs and the alike will be trimmed providing obstruction free access to the property at the point of being made 'RTL'.
- Hardstanding's will be in a safe condition and free from hazards.
- Outbuildings will be handed over in a safe, functional and tidy condition.
- Waste bins will be the responsibility of the incoming customer to source if missing.
- Externally the property will be free from the outgoing customer's rubbish/waste. Although all efforts will be made to ensure the property is provided to this standard there may be instances of Anti-Social Behaviour where Fly Tipping has occurred, in this situation please contact the Customer Service Centre on 01609 767900

Flooring Vouchers

If a property has flooring left by the previous customer in the Kitchen/Bathroom and it is deemed to be in a good condition this may be left in place and gifted to incoming customer, this should be noted on the Empty Homes Gifting Form as BHA will not repair or renew these coverings.

If no flooring is to be gifted to the incoming customer, the Kitchen/Bathroom floor should be prepared as outlined in the previous relevant sections. At the point of 'Walk Off' the Room requiring flooring, area dimensions and type of flooring should be noted on the Empty Homes Gifting Form and the Flooring Voucher.

Once a customer has signed up to the property the Housing Officer should notify the Empty Homes team of this so an order number can be raised, the voucher can then be issued to the customer. The customer will then be required to attend one of the specified branches and arrange delivery/fitting of the flooring.

Empty Homes Guarantee

Homes will be let under the 28 day Empty Homes Guarantee; this means that any new customer that feels their property does not meet the Broadacres Housing Association Lettable Standard should raise their concerns with the Customer Service Centre on 01609 767900 an Empty Homes representative will attend your home and assess your concerns, any concerns raised after the 28 days must be then raised as a standard repair.

Description of Revision	Rev No.	Document Owner	Revised By	Revision Date
<p>Construction – Kitchen:</p> <p>Clarification provided on Gas feed to cooker space.</p> <p>Cooker Stability Chain requirement.</p>	1	Nico Ross	Nico Ross	15.05.2026