



SFARS Allocation Policy: Mid-Market Rent

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Contents

1. Introduction	Page 03
2. Our Objectives	Page 03
3. Context	Page 03
4. Links to Other Documents	Page 04
5. Roles and Responsibilities	Page 04
6. Allocation of Mid-Market Rent Properties	Page 05
7. Mid-Market Rent Application Process	Page 06
8. Allocation of a Mid-Market Rent Property to A Governing Body Member, Employee or Close Connection	Page 07
9. Allocations Outwith Policy and Exceptional Circumstances	Page 08
10. Tenancy Agreement	Page 08
11. Data Protection	Page 11
12. Equality and Diversity	Page 12
13. Complaints	Page 12

Appendix 1 - Mid-Market Rent Lettable Standard

Appendix 2 - Supporting Evidence for MMR Eligibility

1. INTRODUCTION

- 1.1 **This** Allocation Policy: Mid-Market Rent (MMR) sets out how Southside Factoring and Related Services (SFARS) aims to provide quality homes to the mid-market and full market rental sector, expanding the range of tenure options in the neighbourhoods in which we operate, in response to demand for more variety in affordable rental housing.
- 1.2 This policy also sets out how SFARS allocates mid-market rent and full market rent homes, in a way which is open, fair and transparent and in line with legal obligations.

2. OUR OBJECTIVES

- 2.1 The objectives of our Allocation Policy in relation to MMR are to:
- Provide a customer-focused letting service;
 - Meet all legal and regulatory requirements
 - Expand the range of tenure options available to applicants in the neighbourhoods in which we operate.
 - Influence the rents charged within the Private Rented Sector in the local area
 - Impact on the standard of housing provided within the Private Rented Sector in the local area, and;
 - Complement the strategic objectives of SFARS charitable parent Southside Housing Association (SHA) in relation to property factoring, building and area improvement and creating a variety of tenure options.

3. CONTEXT

- 3.1 This policy has been developed with reference to:
- Housing (Scotland) Act 2014;
 - Private Housing (Tenancies) (Scotland) Act 2016;
 - The Letting Agent Code of Practice (Scotland) Regulations 2016;
 - Tenancy Deposit Scheme (Scotland) Regulations 2011;
 - Housing (Scotland) Act 1987 (Tolerable Standard) (Extension of Criteria) Order;
 - Scottish Government Guidance Note MHDGN 2023/01 – More Homes Division Guidance Note – Appendix D: Mid-Market Rent;
 - Glasgow City Council Local Housing Strategy 2023-2028, and;
 - Recognition that Southside Housing Association as the charitable parent are required to make mid-market rent allocations through a registered subsidiary organisation – SFARS using an appropriate form of tenancy agreement such as the Private Residential Tenancy agreement. Therefore, the mid-market tenancy agreement will be between SFARS and the occupier.

4. LINKS WITH OTHER DOCUMENTS

4.1 The Allocations Policy: Mid-Market Rent Policy has been developed consistent with our:

- SHA Business Plan;
- Risk Management Policy;
- Financial Regulations;
- Scheme of Delegated Authority;
- Standing Orders, and;
- Rent Setting Policy: Mid-Market Rent.

5. ROLES AND RESPONSIBILITIES

SFARS BOARD

- 5.1 The SFARS Board is responsible for approval and for monitoring the implementation and performance of this policy in achieving its aims. The SFARS Board will also provide effective scrutiny to operational staff in ensuring that allocation of MMR properties is carried out in accordance with this policy.
- 5.2 SFARS Board also has the authority to delegate functions of MMR allocations to operational staff in order to undertake specific tasks.

DIRECTOR OF HOUSING AND COMMUNITIES

- 5.3 The Director of Housing and Communities has overall operational responsibility at Leadership Team level for overseeing the effective operational implementation of this policy on behalf of the SFARS Board.

HOUSING MANAGER

- 5.4 The SHA Housing Manager is responsible for oversight of the effective day to day administration of this policy and the MMR allocations process by the SHA Housing Team on behalf of SFARS.
- 5.5 The Housing Manager will also monitor and manage performance of the Housing Team in relation to allocations and report on performance to the SFARS Board
- 5.6 The Housing Manager also has responsibility for the development and implementation of operational procedures in relation to MMR which reflect the principles set out in this policy.
- 5.7 The Housing Manager has responsibility for review of this policy.

HOUSING TEAM

- 5.8 Specific practical tasks within the MMR allocations process will be carried out by SHA Housing Officers within the team on behalf of SFARS, including ensuring that all MMR allocations are carried out in line with this policy.

6. ALLOCATION OF MID-MARKET RENT PROPERTIES

Definition of 'Mid-Market Rent'

- 6.1 MMR properties are aimed at assisting people on low and modest incomes to access affordable rented accommodation, who are unlikely to have priority to enable them to access social rented housing, but have an income level which means they cannot afford to access full market level properties or to buy a home. The rent levels for MMR are set between those of Social Rented and Market Rent properties within our area of operation. MMR properties are generally let on an unfurnished basis, but with floor coverings, blinds and white goods provided.

6.2 Letting MMR Properties

- 6.3 SFARS will prioritise the allocation of MMR properties using the criteria listed below.

- At the point of allocation, prospective tenants should be able to demonstrate that they meet the income qualification thresholds.
- Prospective tenants should have a minimum gross annual household income level of £15,000, and a maximum annual household income level of £42,000. The minimum and maximum income levels will be reviewed periodically and agreed by the SFARS Board, taking account of income criteria provided by Glasgow City Council.

- 6.4 SFARS will generally let MMR properties on a 'first come, first served'. All applications will be noted with the date and time they have been received in the office.

- 6.5 When there are multiple applications interested in a vacant MMR property, SFARS will give preference to the following category of applicants who are:

- Currently living in private rented sector housing;
- Living with family, friends or relatives, and/or sharing facilities or amenities;
- Lacking security of tenure in their current home;
- Homeowners of properties where a change of circumstances such as health or relationship breakdown means that they are required to move;
- Occupying a social rented property within the local housing market;
- Registered on Southside Housing Association's housing lists, and;
- Ex-armed forces personnel.

- 6.6 If there is a limited demand for our MMR properties, we will consider expanding our allocation criteria so that they can be relet in the most time efficient manner.

7. MMR APPLICATION PROCESS

- 7.1 Any applicant who wishes to be considered for an SFARS MMR property must complete an SFARS MMR application form. SFARS will publicise available MMR properties through a variety of sources including the SFARS website, social media, local property websites and marketing to those on the MMR housing list who have expressed an interest in the property type.
- 7.2 Applicants for MMR housing must provide SFARS with all information and supporting evidence which SFARS requires to assess an applicant's circumstances. It is important that an application form is completed accurately, and any information provided must be accurate and up to date, as without the information which is required SFARS will not be able to fully process an application and therefore will not be able to offer an MMR tenancy. A non-exhaustive list of information and supporting evidence for MMR eligibility is set out at Appendix 2 of this Policy.
- 7.3 Applicants for MMR housing must notify SFARS of any changes to the information they have provided in their application as soon as they become aware of the change.
- 7.4 Applicants must co-operate fully with any reasonable clarification or investigation SFARS deems necessary to carry out to confirm the details of an application. If SFARS discovers that an MMR tenancy has been created as a result of an applicant providing false or misleading information in their application, then SFARS may take appropriate and lawful action to end the tenancy.
- 7.5 Where an offer of housing is made to an applicant whose application was made longer than six months prior to the offer being made, more up to evidence of their continued eligibility may be requested from the applicant. If a request is not responded to within five working days, then the application may be cancelled and removed from the MMR housing list.
- 7.6 SFARS will also conduct regular review of the MMR housing list and may request confirmation from an applicant that they wish to remain on the MMR housing list. In the event of no response being received to review correspondence and application will be cancelled and removed from the MMR housing list.

Tenancy references and credit checks

- 7.7 When an individual applies for an MMR tenancy, SFARS will request contact details of any current or previous landlords in order that a tenancy reference/s can be obtained.
- 7.8 All applicants and anyone to be housed with them as a joint tenant must confirm their agreement as part of the application process for SFARS to obtain tenancy references and to carry out affordability checks. Without this authorisation it may not be possible for SFARS to process an application any further and therefore may not be able to make an offer of an MMR tenancy. We will also attempt to meet every applicant before an offer of a tenancy is made.

7.9 As part of SFARS affordability check applicants must demonstrate that they are in receipt of a gross household income of between £15,000 and £42,000 per annum. SFARS will require evidence to support this in terms of e.g. three month's bank statements, three month's employee pay information, or state benefits information. An affordability calculator is available on the SFARS website to allow prospective tenants to assess the affordability of an available property.

7.10 SFARS will not make an offer of a tenancy if:

- A tenancy reference informs SFARS that an applicant owes rent arrears or other arrears associated with a tenancy to their current or previous landlord;
- SFARS is advised of previous anti-social behaviour or other breaches or their current or previous tenancy agreement/s, or;
- An applicant is unable to provide evidence to SFARS which demonstrates their current financial positions meets the eligibility and affordability criteria for MMR.

Transfers

7.11 SFARS does not currently operate an MMR transfer housing list for current SFARS tenants looking to move to another MMR property. In the event that a property becomes unsuitable for a current MMR tenant then they may be placed back on the MMR housing list and be permitted to apply for another available property. No further priority will be given to current MMR tenants in this position unless their current home fails to meet the repairing standard.

8. ALLOCATION OF AN MMR PROPERTY TO A GOVERNING BODY MEMBER, EMPLOYEE OR CLOSE CONNECTION

8.1 A member of the SFARS Board, or of the Management Committee or sub-committees of the charitable parent Southside Housing Association, or employees or volunteers of Southside Housing Association may apply for MMR housing. Any application received from SFARS or SHA governing body members or SHA employees or volunteers will be treated in line with all other applications, but subject to the relevant provisions set out in the SHA Group Policy on Entitlements, Payments and Benefits.

8.2 A 'close contact' of a Governing Body of SFARS or SHA, or employees or volunteers of SHA is eligible to apply for MMR housing with SFARS. The definition of a 'close contact' is set out in the SHA Group Policy on Entitlements, Payments and Benefits

8.3 Any allocation being considered under the circumstances set out above at Sections 8.1 and 8.2 must be subject to approval by the SFARS Board, and any allocation shall be recorded in the SHA Register of Payments and Benefits, with full details of the allocation recorded by SFARS for audit purposes.

9. ALLOCATIONS OUTWITH POLICY AND EXCEPTIONAL CIRCUMSTANCES

- 9.1 There is provision for SFARS to make an allocation of MMR housing outwith this policy in order to allow a measure of flexibility in exceptional circumstances to address urgent housing needs that are not fully recognised under this policy. While this policy provides a comprehensive framework for the allocation of MMR homes, SFARS may consider making an allocation of housing outwith this policy in exceptional circumstances.
- 9.2 The Housing Manager will have delegated authority to make an allocation decision outwith this policy and will report any such decision to the SFARS Board. The decision-making process and rationale for the allocation must be fully documented and recorded to ensure that any decision is fair and transparent and open to scrutiny if required.
- 9.3 In very exceptional circumstances, the SFARS Board may be required to grant approval to an offer of housing being made outwith this policy. This will apply where the Housing Manager considers that a proposed allocation of MMR housing would involve a significant departure from this policy, or which could create a potentially significant reputational risk for SFARS.
- 9.4 Any allocation decision taken outwith this policy must however consider any attached conditions or criteria which is linked to grant funding of MMR housing.

10. TENANCY AGREEMENT

- 10.1 MMR tenancies will be let on the basis of a Private Residential Tenancy Agreement (PRT). The tenancy agreement is a legally binding contract, setting out the rights and responsibilities of the tenant as occupier of the property and of SFARS as the landlord.
- 10.2 When SFARS makes an offer of MMR housing to joint applicants a joint tenancy will be created. This will protect the rights of each joint tenant, while making both jointly and severally responsible for maintaining the conditions of tenancy.
- 10.3 MMR tenants will pay a tenancy deposit equivalent to one calendar month's rent charge at the start of the tenancy. This represents a security deposit which will be held in an approved scheme in accordance with the Tenancy Deposit Scheme (Scotland) Regulations 2011. Rent is payable in advance using Direct Debit. The rental charge will be subject to review on an annual basis.
- 10.4 SFARS will make all reasonable efforts to fulfil our landlord obligations under the tenancy agreement and the tenant is expected to do the same with regard to tenant obligations under the tenancy agreement. SFARS may take action against any tenant who breaches any provision of the tenancy agreement.

Subletting and Lodgers

10.5 MMR tenants cannot sublet their property or take in lodgers.

Keeping Pets

10.6 MMR tenants may not keep pets in their home without prior written consent from SFARS. Any such consent will not be unreasonably withheld.

10.6.1 A pet where permitted, must be kept under supervision and control to ensure that it does not cause deterioration to the condition of the property and any common areas, or cause a nuisance to neighbours or in the locality of the property.

10.6.2 The keeping of pets in a property is wholly at SFARS discretion and any decision to permit a tenant to keep a pet in their MMR property may be subject to review and reversal of the previous decision.

MMR Lettable Standard

10.7 SFARS will allocate all MMR properties to a high standard and will maintain them in line with the SFARS MMR Lettable Standard which is set out in detail at Appendix 1.

10.7.1 MMR tenants must not carry out any unauthorised alterations to the property. SFARS will provide a tenant with a copy of the inventory recording the conditions and standard of the property at the point that a tenant has signed the tenancy agreement.

10.7.2 MMR tenants must not alter the decoration of the property or apply wallpaper. Tenants may refresh the existing paintwork, but must have the formal agreement of SFARS in advance of refreshing existing paintwork and this must be in line with the colour scheme specified within the property inventory.

10.7.3 Existing floor coverings must not be altered. MMR tenants must report any wear and tear or other damage to SFARS immediately, failure to do so may result in a recharge if SFARS are required to replace floor coverings.

10.7.4 Kitchen appliances provided by SFARS as part of the MMR tenancy must also remain unchanged as these remain the property of SFARS. Any wear and tear or other damage to kitchen appliances must be reported to SFARS immediately.

10.7.5 MMR tenants must maintain the condition of the property to the standard recorded in the property inventory at the start of the tenancy. In the event of a tenant ending their tenancy SFARS expects the property to be returned in a similar condition to when it was let.

11. DATA PROTECTION

11.1 In providing MMR services SFARS requires to collect and process personal data about individuals who use our services, this includes personal data held on paper, electronic and other formats. Personal data is handled and processed in line with SFARS obligations under the UK General Data Protection Regulation (UKGDPR) and the Data

Protection Act 2018. SFARS position with regard to how we and third parties providing services on our behalf handle and process personal data securely is set out in our Privacy Policy.

11.2 SFARS has a Fair Processing Notice which details:

- the personal data which SFARS collects and processes;
- the purpose it is used for;
- SFARS legal basis for processing personal data;
- Third parties who SFARS may share personal data with;
- how long personal data is retained for;
- how personal data is securely stored, and;
- individual rights in relation to their personal data which we process.

12. EQUALITY AND DIVERSITY

12.1 SFARS is committed to promoting and achieving equality in all aspects of our work. Our workforce includes colleagues who are bi-lingual in a number of community languages, allowing us to meet the diverse communication needs of a high proportion of our tenants and housing applicants. Where we cannot meet these needs in-house, we will access translation services from external providers to overcome the communication barriers applicants and tenants may face.

12.2 SFARS will provide equality of opportunity and fair treatment for all, ensuring that no individual or group is treated less favourably than anyone else when they apply to us for housing. We will work closely with community groups, to provide assurance that we are achieving these aims.

12.3 SFARS will ensure we do not discriminate against, harass or victimise an individual or group because they have one or more of the nine protected characteristics described in the Equality Act 2010.

13. COMPLAINTS

13.1 Anyone can make a complaint about any aspect of the MMR service provided by SFARS. SFARS handles complaints from customers in line with the SHA Complaint Handling Procedure. Information about how to make a complaint can be found on the SFARS website.

13.2 If an individual remains dissatisfied about the issue they have complained about and they have exhausted the SFARS complaint handling procedure, they may apply to the First Tier Tribunal for Scotland (Housing and Property Chamber) if they wish to have an independent review of a decision reached by SFARS.

Mid-Market Rent Properties Lettable Standard
May 2023

SOUTHSIDE FACTORING AND RELATED SERVICES - OUR MINIMUM LETTABLE STANDARD

1. INTRODUCTION

- 1.1. When undertaking the re-let of an empty Southside Factoring and Related Services (SFARS) property, SFARS is required to ensure that each property is brought up to a standard and condition which is suitable for let.
- 1.2. Within this document SFARS sets out and defines the minimum standards required during our re-let process.

2. LETTABLE STANDARDS

- 2.1. The purpose of our Lettable Standard is to clearly set out the expectations and standards in relation to the condition of void properties at the point of being let to prospective tenants.
- 2.2. Void works are undertaken to meet this standard but are not used to undertake upgrade works to properties or other major repairs, unless by prior agreement or where these works are necessary to achieve the Lettable Standard.
- 2.3. The Lettable Standard should ensure that the property is safe and in an acceptable condition, lettable works aim to ensure that the shortest possible void times are achieved, where additional works are required the impact on re-let times must always be considered.

3. MINIMUM LETTABLE STANDARD

- 3.1. All properties will be wind and watertight, safe and secure.
- 3.2. All properties shall be brought up to the following minimum standard set out below.

4. PROPERTY SAFETY

Safety	
Item	Minimum Requirement
01	Where identified at void inspection or where information has been provided that the property has a risk of 'SHARPS' or other contamination and hygiene risks then the appropriate clearance works shall be instructed prior to any void works commencing.
02	Where identified at void inspection stage or where information has been provided that the property has a live pest infestation, treatment works shall be immediately instructed prior to any further inspections or works commencing.
03	Where the property has a gas appliance, a Landlord Gas Safety check shall be undertaken. Where remedial works are identified reasonably practicable items should be rectified prior to re-let.
04	Where gas appliances exist which are not owned by SFARS or SHA, these shall be removed, and the areas made good e.g. gas feature fires
05	All properties shall receive an Electrical Installation Condition Report (EICR), where observation codes C1 & C2 are identified, these should be rectified as part of the void works. Where C3 items are identified, these should be undertaken where reasonably practicable within the void timescales.
06	<p>All smoke, heat and carbon monoxide (CO) alarms shall be inspected, cleaned and tested to ensure their correct function. Detector replacement dates should be checked, where these are due to expire within a 12-month period, new detectors should be supplied.</p> <p>Detector expiry dates should be included on contractors' inspection/certificate paperwork;</p> <p>All properties should comply with the following requirements:</p> <p>All detectors should be radio frequency interlinked with a 10-year lithium-ion battery back-up, all detectors shall be mains powered where practical (battery detectors shall be considered where required to minimise disruption to decoration or due to other existing physical property attributes, battery detectors require to be 10-year lithium-ion models and radio frequency interlinked);</p> <ul style="list-style-type: none"> • One smoke alarm installed in the room most frequently used for general daytime living purposes; • One smoke alarm in every circulation space on each storey, such as hallways and landings; • One heat alarm installed in every kitchen; • A CO detector fitted where there is a carbon-fuelled appliance

	<p>(such as boilers, fires (including open fires), heaters and stoves) or a flue;</p> <ul style="list-style-type: none"> • Interlinked Test/Silence Switch located within hall; • CO detectors should be located between 1-3m horizontal distance from the CO source, wall mounted should higher than any window or door but still at least 150mm from the ceiling, and; • If ceiling mounted, the detector should be 300mm from any wall or light fitting; (further guidance on the siting of detectors should be sought from the detector manufacturer). <p>Where current installation does not comply with this standard, upgrades should meet the standard/specification set by the Asset Management Team.</p>
07	<p>All windows and doors shall be inspected and serviced to ensure correct operation, all windows shall be provided with window safety devices which restrict the windows opening function.</p> <p>Window hinges, fixings and catches should be in place, and in good working order and free from distortion, windows should be easy to open/close and eased and adjusted where necessary, cracked panes and failed sealed units should be replaced.</p> <p>Where not present, a window key shall be provided for each lockable window.</p>
08	<p>All landlord fixtures and fitting shall be inspected to ensure correct installation and where relevant securely fixed.</p>
09	<p>Where appliances/white goods supplied/owned by SFARS or SHA are present within a property, these shall receive a Portable Appliance Test (PAT).</p> <p>All other appliances/white goods shall be removed and disposed.</p>
10	<p>Where a property contains a cold-water storage tank, the Association’s water hygiene contractor shall be instructed to undertake a tank inspection, including cleaning and disinfection when required.</p>
11	<p>Where asbestos management information is insufficient, asbestos checks will be carried out, if deemed necessary remedial works will be instructed prior to the void contractor taking possession, or where required included in the main void scope of works.</p> <p>Where the level of void works are considered disruptive, an asbestos refurbishment and demolition survey shall be undertaken, a copy provided to contractor, and remedial work undertaken as required.</p> <p>Details will be recorded in the asbestos register in accordance with the SHA Asbestos Management Policy and Procedures.</p>

5. CLEANLINESS

Cleanliness	
Item	Minimum Requirement
01	Any rubbish, furniture, light shades, etc. left behind by the previous occupier will be removed. Loft areas will also be cleared where these form part of the individual property, i.e. not common lofts. Outgoing occupiers will be recharged for this work where appropriate.
02	All cupboards, kitchen units and fitments will be cleared and washed down with disinfectant.
03	All white goods shall be cleared out and washed down
04	All skirting, door facings, doors, windowsills and frames will be washed down with disinfectant.
05	All sanitary ware will be washed down with disinfectant, shower heads shall be cleaned and any shower cubicles washed down.
06	All floor-coverings will be cleared, and floorboards/floors swept, where required floors shall be washed down with disinfectant. Damaged/heavy soiled floorboards will be replaced where required.
07	Floor covering shall be provided as part of the MMR tenancy. Where a property has previously not been an MMR property, all existing floor covering shall be removed and replaced to the MMR floor covering standard/specification.
08	For a current MMR property, floor coverings shall be inspected. Where heavily soiled these shall be cleaned. Where damaged replacements shall be provided which meet the MMR floor covering standard/Specification. Where damage has been a result of misuse or negligence, replacement/cleaning costs shall be recharged

6. ELECTRICAL

Electrical	
Item	Minimum Requirement
01	Any obsolete wiring or electrical equipment will be removed and any resulting damage to walls or ceilings repaired and made good.
02	All electrical storage heaters shall be inspected for correct function.
03	Where a controlled entry system is installed, this should be inspected/tested to ensure correct function.
04	Where a communal TV system is installed, aerial points within properties shall be visually inspected for damage.

	<p>Communal TV aerial points should be provided in the living room.</p> <p>Where no communal TV system exists, but previous tenant has installed individual aerials/satellites, these shall be left in place (unless in poor condition) and remain the responsibility of the tenant.</p>
05	Any surface mounted cables shall be pinned, for example-controlled entry or telephone cables;
06	All electrical sockets, switches and other accessories shall be inspected and replaced where damaged or painted;
07	<p>Pendant light fittings and energy efficient light bulb shall be installed in all rooms, where kitchens contain fluorescent tube light fittings, these shall be replaced with either a pendant or batten holder.</p> <p>Bathrooms should be provided with the appropriate IP rated fixture based on the location of fitting in relation to showers and baths.</p> <p>Zone 0 - The interior of the bathtub or shower basin. Zone 1 - Area immediately above bath or shower tray. Zone 2 - Within 0.6m of the outside edge of the bath or shower. Zone 3 - Anywhere outside Zones 0, 1 and 2</p> <p>Zone 0 - IP67 Zone 1 - IP65 Zone 2 - IP44 Zone 3 - No specific IP Rating required.</p> <p>Down lighters/spotlights shall be removed, and ceilings made good where practicable to do so, or where identified as non-complaint under the EICR.</p>

7. ENERGY EFFICIENCY

Energy Efficiency Works	
Item	Minimum Requirement
01	Energy efficient light bulbs will be supplied and fitted to every light pendant/batten holder as appropriate – after a void property has been allocated the replacement of light bulbs internally or externally will be the tenant’s responsibility, except where these are enclosed fittings;
02	Houses or top floor flats should have loft spaces inspected (subject to construction type, i.e. exclude high-rise/non-traditional construction types). Where insulation levels are below 300mm, a loft insulation top up should be provided.
03	Each property requires a current Energy Performance Certificate (EPC) prior to let, the EPC register should be consulted and where required a new EPC instructed.

	<p>Each property at void handover shall have a hard copy EPC displayed within the property's utility cupboard.</p> <p>EPCs remain valid for a period of 10 years from the date of the current certificate.</p> <p>Where the current EPC falls below the minimum standards set out in EESSH, consultation with the Asset Management Team should be undertaken to identify any additional works which may be considered during the void works.</p> <p>A new or updated EPC should be instructed only once all energy efficiency void works have been completed.</p>
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8. KITCHEN

Kitchen	
Item	Minimum Requirement
01	<p>Where reasonably practicable the kitchen must have at least 1m³ of food storage space either in the kitchen itself or immediately adjacent to the kitchen e.g. in a pantry.</p> <p>Where this standard is not met, but the kitchen units are in fair/satisfactory condition, no works will be undertaken but details shall be passed to the Asset Management Team.</p>
02	<p>A fully functional kitchen will be provided with an appropriate number of units and worktops for the property type and size.</p> <p>Spaces for white goods shall be provided:</p> <ul style="list-style-type: none"> • Cooker, and; • Fridge/Freezer, and; • Washing Machine.
03	<p>Unless owned by SHA/SFARS all free-standing white goods shall be removed. If in good condition integrated appliances shall be retained where in good operable condition.</p>
04	<p>All kitchens will include a cooker connection point and gas connection point if live gas connection within the property and kitchen has openable window.</p> <p>A gas cooker connection point shall not be provided where an openable window is not present.</p>
05	<p>Gas meters and cooker connections within high rise properties shall be removed, electric cooker facilities provided only.</p>

06	All kitchens will have adequate ventilation provided, either through natural means or mechanical extract where practical.
07	All kitchens will include washing machine connection points.
08	All taps should be lever, free of leaks, easy to turn, marked hot and cold and all sinks should be supplied with a plug and chain. In low pressure situations, <i>Bristan Mono Mixers CP Head</i> shall be installed

9. JOINERY

Joinery	
Item	Minimum Requirement
01	All internal pass doors will be functioning and undamaged, lock engage with keeper;
02	Any new pass doors fitted within the void property will be solid core FD30 specification;
03	All external entrance doors will be secure, functioning and undamaged;
04	Kitchen doors/rooms with cooking facilities shall be provided with concealed door closer and intumescent seals;
05	Lock change shall be undertaken to external door/doors;
06	All door facings and skirting boards will be serviceable;
07	A secure handrail will be fitted where there is an internal flight of stairs with more than three steps;
08	All floorboards will be secure and serviceable;
09	Where the property includes built in wardrobes, these should include a clothes rail and shelf above where space permits; Mirror doors shall be checked for relevant safety glass, if non complaint these shall be removed and an alternative provided; Door tracks and runner shall be operable, eased and adjusted where required.

10. PLUMBING

Plumbing	
Item	Minimum Requirement
01	All plumbing will be functioning and serviceable.
02	All disused/dead leg pipes will be removed and any resulting damage to walls/floors repaired.
03	All visible pipe work shall be inspected to identify any leaks;
04	All visible pipe work shall be inspected to check for the presence of lead, where identified the necessary works to remove and replace should be instructed;
06	Water systems will be drained down during the winter months (usually 1 November to 31 March) when there is a risk of severe frost.

	Water supplies will be reinstated when new tenant moves in.
07	Radiator condition shall be checked, where damaged or excessively corroded radiators are identified, replacements shall be undertaken
08	Where radiators have been provided with Thermostatic Radiator Valves (TRV), these shall be replaced were inoperable or damaged.

11. BATHING/SANITARY FACILITIES

Bathing/Sanitary Facilities	
Item	Minimum Requirement
01	All sanitary ware will be fully functioning and serviceable.
02	All sanitary ware will be free from holes or cracks that may cause water leakage or injury.
03	Toilet seats shall be replaced where not considered to be in a satisfactory condition;
04	All thermostatic mixer or electrical showers shall be inspected and tested to ensure these are functioning correctly.
05	All taps should be lever type, free of leaks, easy to turn, marked hot and cold and all sinks/baths should be supplied with a plug and chain. In low pressure situations, <i>Bristan Mono Mixers CP Head</i> shall be installed
06	Where wet floor installations or level access showers have been previously installed for tenants who may require such an adaptation, we will endeavour to allocate the house to a suitable tenant that would benefit from such installations. Where this has been exhausted by the allocations officer and there are no suitable tenants on the waiting list, then; The Maintenance Officer will assess the condition and age of the installation on its merits and determine whether it would be feasible and more cost effective to install a replacement bathroom suite as an alternative option, in order to let the property or allow the incoming tenant an option to change the installation subject to an alteration approval.
07	A shower curtain will be provided, unless the property already has a shower screen or cubicle;
08	MMR properties shall be provided with an electric over bath shower and shower screen
09	There will be sufficient ceramic tiling or 'wet wall' to prevent damage to walls;
10	Existing uPVC ceiling cladding shall be removed where it is in a dilapidated condition, no new uPVC ceiling cladding shall be provided.
11	All bathrooms will have adequate ventilation provided, either through natural means or mechanical extract where practical.

12. PLASTERWORK AND DECORATION

Plasterwork & Decoration	
Item	Minimum Requirement
01	Obvious defects with plasterwork will be repaired.
02	Any polystyrene ceiling tiles and coving should be removed and the ceiling/walls made good for redecoration
03	Wallpaper that has been marked by graffiti, is badly damaged or highly soiled will be removed.
04	Walls and ceiling that have been marked by graffiti, are badly damaged or highly soiled, will be painted with emulsion.
05	<p>MMR properties shall be decorated to the following standard:</p> <p>Walls</p> <ul style="list-style-type: none"> Existing wallpaper should be removed; Walls shall be made good where damage has occurred, or plaster work defects exist; Where required, walls are to be rubbed down to provide suitable substrate for painting; All walls to be decorated in neutral colour (generally white). <p>Ceilings</p> <ul style="list-style-type: none"> Where 'artex' is present on ceilings, this will not be removed unless dictated by condition; Ceilings shall be made good where damage has occurred, or plaster work defects exist; Where required ceiling to be rubbed down to provide suitable substrate for painting; Ceiling to be decorated in white emulsion. <p>Woodwork</p> <ul style="list-style-type: none"> Woodwork shall be filled where required and sanded to provide suitable substrate for decoration; All woodwork shall be painted in white gloss. <p>Windows</p> <ul style="list-style-type: none"> Windows shall have suitable curtain plates in place.

13. ROT, DAMPNES AND/OR CONDENSATION

Rot, dampness, condensation, etc.	
Item	Minimum Requirement
01	All reasonable steps will be taken to identify and remedy dry rot, wet rot, rising or penetrating damp, condensation, etc.
02	Localised areas of mould will be washed down and treated with a suitable mould treatment.

14. INDIVIDUAL GARDENS/DRYING AREAS

Individual Gardens, drying areas, where expressly linked to tenancy	
Item	Minimum Requirement
01	Any debris and rubbish in garden areas will be removed. Outgoing tenants will be recharged for this work where appropriate.
02	Drying facilities will be provided (e.g. clothes poles or rotary driers) and will be functioning.
03	Grassed areas and hedges will receive a first cut if necessary.
04	Fencing will be inspected and repaired or replaced as appropriate.
05	Any huts, garages, outhouses removed and the ground levelled where necessary. Outgoing tenants will be recharged for this work where appropriate.
06	Each property will have a bin for refuse collection.

15. COMMON AREAS

Common Areas	
Item	Minimum Requirement
01	Common areas shall be inspected to ensure that these are safe and secure. Where required any necessary reactive repairs should be arranged or reported to the third-party factor.

16. KEYS

Keys	
Item	Minimum Requirement
01	All re-let properties shall be provided with: 3 x Set of flat/house keys; (Maintenance Officer to provide) 3 x Set of common door keys; (Housing Officer to provide) 3 x Controlled Entry Fobs; (Housing Officer to provide)

APPENDIX 2

Evidence of Eligibility for MMR Housing

This appendix sets out what SFARS will accept from applicants as supporting evidence for meeting MMR eligibility criteria. For joint applications, both applicants must provide individual evidence.

1. PROOF OF IDENTITY/PERSONAL DETAILS

Passport or driving licence or another acceptable official form of photographic identification.

Copies of birth certification of children under 16 years of age.

2. CURRENT ACCOMODATION AND TENANCY HISTORY

Landlord Reference

A document from your current or most recent landlord confirming current or most recent tenancy, and details of your rent payment history.

Utility Bill

A copy of one of your most recent utility bills from your current or most recent tenancy.

Bank Statements

Three current and consecutive bank statements showing the applicant's name and address.

If you are a member of a household, and/or sub-letting then evidence of your residence must be provided.

3. INCOME

Wages (Gross wage used in income calculation)

- **Monthly** – Last 3 months payslips/ pay advice.
- **Fortnightly** – Last six payslips/pay advice.
- **Weekly** - Last 13 weeks' payslips/pay advice.
- **P60** - For the previous year

Where amounts vary, we will use the lowest value as primary income, not an average of the amounts for assessment of affordability.

Self-Employed Earnings

Applicants will be expected to provide audited accounts for the previous year or comprehensive accounts for year to date if the business has just recently started operating.

Child Maintenance Payments

3 current and consecutive bank statements.

Bonuses/Commission

- **Monthly** – Last 3 months payslips/ pay advice.
- **Fortnightly** – Last six payslips/pay advice.
- **Weekly** - Last 13 weeks' payslips/pay advice.
- **P60** - For the previous year

Where amounts vary, we will use the lowest value as primary income, not an average of the amounts for assessment of affordability.

Overtime/Shift Allowance

- **Monthly** – Last 3 months payslips/ pay advice.
- **Fortnightly** – Last six payslips/pay advice.
- **Weekly** - Last 13 weeks' payslips/pay advice.
- **P60** - For the previous year

Pensions

- **Monthly** – Last 3 pension statements
- **Fortnightly** – Last 6 pension statements
- **Weekly** – Last 13 weekly pensions statements
- **Annual** – Annual award letter current year

If pension is verified by bank statements, then applicants will be asked to provide details of their gross income to ensure that all applicants are assessed the same.

Shareholder Profits

Dividend Statement

Other Benefits

Non-working benefits will be taken into account as part of the income criteria. Proof of benefits should be provided. Benefits may include:

- Sickness Benefit
- Unemployment Benefit
- Housing Benefit
- Personal Independence Payment



Southside Factoring and Related Services

T: 0141 422 1112

F: 0141 424 3327

E: CSD@southside-ha.co.uk

A: Southside House, 135 Fifty Pitches Road, G51 4EB