

# Move-in/out Standard Checklist



Working with



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# Move-in/out Standard Checklist

## 1. General



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	Move-in Standard	Move-out Standard	Checked
<b>1. General</b>			
1.1	<p><b>Welcome Pack</b></p> <p>Where present the Welcome Pack shall remain in the property at all times and shall, as a minimum, contain:</p> <ul style="list-style-type: none"> <li>- SFA Factsheet setting out the requirements of living in SFA accommodation (detailing: running a business from home, keeping pets, permanent enhancements, 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>- Instruction manuals relating to components within the property (for example boiler instructions)</li> <li>- DIO RD Accommodation customer service charter</li> <li>- Safety in the Home</li> <li>- Asbestos Information</li> <li>- Damp and mould advice</li> <li>- Statutory Compliance documentation (such as; Landlords Gas Safety Record and NICEIC Electrical checks)</li> <li>- 14 day Observation Form</li> <li>- Occupancy Form</li> <li>- The Defence Homes Colour Palette</li> </ul> <p>Agreement on the full content shall be agreed during Mobilisation.</p>	<p>Where present the Welcome Pack shall remain in the house upon Move-out of SFA, it will include all the manuals that were handed over at Move-in and any additional guides received during Occupancy. At Move-out, all belongings (possessions and pets) and rubbish must be removed from the property before the Move-out Appointment.</p>	
1.2	<p><b>Cleanliness</b></p> <p><b>Flooring</b></p> <p>Carpets - Shall be vacuumed, stain free and free from infestation throughout the property All other flooring - Shall be clean and free of any dirt or stains.</p> <p><b>Interior Features</b></p> <p>Walls and ceilings - Shall be clean and free from stains, dust, finger marks. Ceilings to be cleared of cobwebs Woodwork - Tops of doors, door frames, skirting boards, picture rails, cupboard shelves shall be washed. Built in wardrobes, cupboards and drawers - Shall be clean and free from dust inside and out. Windows - All glass, frames and sills shall be cleaned, free from smears, finger marks and mildew/mould. All visible parts of the frame shall be visibly clean when the window is open. Curtains - Rails shall be cleaned. Curtains should be clean and stain free. Blinds or other window coverings should be clean and free of dust and stains Heating - Storage heaters, boilers, fires, radiators are to be clean and dust free. Any thermostatic radiator valves (TRVs) are to be free from dirt and dust. Fireplaces are to be swept with all ash removed and chimney recently swept (if used)</p>	<p>- As Move In</p>	



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	Move-in Standard	Move-out Standard	Checked
	<p><b>Interior Features (cont.)</b></p> <p>Lighting - Cobwebs and dust around fittings shall be removed. Bulbs and fluorescent tubing left in fitting, shades free from dust and hung. Light diffusers and bowls to be clean inside and out and refitted</p> <p>Sockets, light switches and pull cords shall be free from grime, dirt, marks and paint</p> <p>Vents and extractor fans in all rooms - Shall be free from dust</p> <p>Water Pipes - Horizontal surfaces shall be dust free.</p> <p><b>Bathroom and WC</b></p> <p>Taps - Shall be clean and free from limescale</p> <p>Plug holes - Shall be clean and free from limescale, debris and hair.</p> <p>Tiles, aqua boards and bath panels - Shall be clean and free from marks, water splashes and limescales.</p> <p>Grouting and 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 screens - 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 caddies in and outside of the cubicle are to be removed</p> <p>Toilets - Shall be cleaned, free from limescale inside and outside of the bowl</p> <p>Toilet seats - Shall be clean, without excessive dis-colouration</p> <p>Extractor fans - Clean and free from dust</p> <p><b>Kitchen and Utility Areas</b></p> <p>Cooker - Shall be free from grease and carbon deposits on the hob, inside the oven and the surrounds of the cooker.</p> <p>Cooker hood - Free from grease around the whole unit and a new filter installed.</p> <p>White goods if in situ- Shall be clean and free from dust and food debris.</p> <p>Tiles and splashbacks - Shall be free from marks, grease, water splashes and limescales.</p> <p>Grouting and gaps between tiles and silicone joinery shall be free from mildew and mould</p> <p>Work surfaces - Free from grease, marks and dirt to all exposed areas (edges and accessible undersides)</p> <p>Wall surfaces - Shall be free from grease, marks, mildew/mould and splash marks (including behind the cooker)</p> <p>Sinks and taps - Shall be free from grease and limescale inside and out. No debris left in the plug holes</p> <p>Cupboards and drawers - Shall be clean and free from dust and food debris inside and out.</p>	<p>- As Move In</p>	



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	<b>Move-in Standard</b>	<b>Move-out Standard</b>	<b>Checked</b>
	<p><b>Outside</b></p> <p>External doors and porches - Shall be clean and free from dirt and marks, brass fittings polished</p> <p>Windows (External) - All glass, frames and sills shall be clean and free from smears or marks</p> <p>Paths and driveways - Shall be tidy, weed and moss free and swept</p> <p>Shed and outbuildings - Shall be swept and generally free from cobwebs.</p> <p>Bins - Shall be empty and cleaned inside and out (excluding communal bins)</p>	<p>- As Move In</p>	

# Move-in/out Standard Checklist

## 2. Flooring



Working with



		Move-in Standard	Move-out Standard	Checked
<b>2. Flooring</b>				
2.1	<b>Under floor surfaces</b>	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. Floors shall have minimal squeaks as appropriate for the property age and condition. Underlay specifications can be found in this Schedule, Part 7 Voids - Annex B.	Costs associated with damage caused during occupancy, shall be borne by the Occupant.	
2.2	<b>Carpet</b>	Carpet is to be stretched to fit grippers. Minor ripples and frayed edges shall be repaired to pose no trip hazard. Carpets shall be fitted to prevent draughts from entering living areas. The carpet specifications can be found in this Schedule, Part 7 Voids - Annex B. Carpets with significant rips are to be repaired before Move-in and defined as follows: ground floor, stairs and landings- one rip greater than 150mm within each room or area; all other areas - one rip greater than 250mm within each room or area. Rips less than stipulated shall be repaired. 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.	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.	
2.3	<b>Vinyl</b>	Vinyl flooring is to be used in all bathrooms, WC, kitchens and utility rooms if floor tiles or hard flooring are not already installed and to Move-in Standard set below. Vinyl flooring is to be sealed at the perimeter with silicone sealant including around sanitary fittings. The vinyl specifications can be found in this Schedule, Part 7 Voids - Annex B. 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.	Cost associated with rips caused during occupancy that are greater than 150mm and requires replacement, shall be borne by the Occupant.	
2.4	<b>Tiling</b>	Tiling shall be grouted and sealed at all edges and around sanitary fittings. Tiles shall not be cracked or 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 caused during occupancy, shall be borne by the Occupant.	
2.5	<b>Wooden and laminate flooring</b>	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.	Wood and laminate flooring should be free from burn marks, water marks, paint marks, excessive scratches or individual scratches of more than 150mm. No part of the flooring should be missing. Costs associated with damage caused during occupancy, shall be borne by the Occupant.	
2.6	<b>Naploc fittings</b>	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 caused during occupancy, shall be borne by the Occupant.	

# Move-in/out Standard Checklist

## 3. Interior Features



Working with



	Move-in Standard	Move-out Standard	Checked
<b>3. Interior Features</b>			
<b>3.1</b>	<b>Ceilings</b> Plasterboard wall and ceiling joints shall be secure and joining tape to be intact. Ceiling finishes (other than those with a textured coating) are to be smooth, level and without any cracking. Ceiling surfaces can have minor blemishes, bumps, dents and marks or evidence of previous repairs appropriate to the age and condition of the property. Polystyrene tiles and coving are to be removed and replaced with plasterboards or plastered to create a smooth and level surface without cracks.	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 3 metres, the cost of repair shall be borne by the Occupant.	
<b>3.2</b>	<b>Wall surfaces</b> Wall surfaces must be appropriate to the area that it is located in the house (kitchens and bathrooms). 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 are to be removed and filled before decoration.  Coat hooks and shelving fitted during previous occupancy may remain in situ providing the quality of work is deemed to be of an acceptable standard.  Where wall panelling exists (half wall only) it must be securely fitted to the walls, show no signs of damage and painted/finished in a colour permissible in the Defence Homes Colour Palette.	Costs associated with damage caused during occupancy, shall be borne by the Occupant. The occupant may leave up to 4 picture hooks per room without charge.  Coat hooks and shelving fitted during occupancy may remain in situ providing the quality of work is deemed to be of an acceptable standard when checked by the Housing Officer at Pre- Move Out.  Wall panelling (half wall only) that is securely fixed to the walls and showing no signs of damage may remain in situ providing the quality of work is deemed to be of an acceptable standard when checked by the Housing Officer at Pre- Move Out.	
<b>3.3</b>	<b>Staircase</b> 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 caused during occupancy, shall be borne by the Occupant.	



Working with



		Move-in Standard	Move-out Standard	Checked
3.4	<b>External doors</b>	<p>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, and the door panel made good; if appropriate the door panel or door shall be replaced.</p> <p>Battery operated doorbells fitted by previous occupants may remain in situ providing the quality of work is deemed to be of an acceptable standard and are in good working order.</p>	<p>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. If a cat flap is installed during occupancy, it shall be removed before Move-out with the door panel made good unless there has been written approval for it to remain. If cat flap is left in the door at Move-out and there has not been written approval to leave, all costs associated with repair shall be borne by the Occupant.</p> <p>Battery operated doorbells fitted by previous occupants may remain in situ providing the quality of work is deemed to be of an acceptable standard and that they are in good working order when checked by the Housing Officer. It must have been disconnected from your account and instructions provided for the incoming occupant at Pre-Move Out.</p>	
3.5	<b>Internal doors</b>	<p>All doors will 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. 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. Where required to meet current Building Regulations and Fire Risk Assessment recommendations, Fire doors shall meet current Building Regulations and British Standards. Where installed over and above current Regulations, existing fire doors are not required to be replaced if they meet the contracted condition standard. 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.</p> <p>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.</p> <p>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.</p>	<p>If damage is caused during occupancy and not repaired by Move-out or repairs can be viewed in daylight from a distance of 2 metres, the cost of repair shall be borne by the previous Occupant.</p>	



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		<b>Move-in Standard</b>	<b>Move-out Standard</b>	<b>Checked</b>
<b>3.6</b>	<b>Water pipes</b>	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 fitted. Exposed visible metal pipe work shall be painted the same colour as the wall in which they rest against, except in airing cupboards, storage areas etc.	Costs associated with damage caused during occupancy, shall be borne by the Occupant.	
<b>3.7</b>	<b>Misc.</b>	All existing skirting, architraves, facings, radiators etc. shall be complete and properly fixed.	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.	

# Move-in/out Standard Checklist

## 4. Decoration



Working with



	Move-in Standard	Move-out Standard	Checked
<b>4. Decoration</b>			
<b>4.1</b>	<b>Ceilings</b> Ceilings are to be painted white and free from bubbling, cracking, staining, mould and mark when viewed in daylight from a distance of 3 metres.	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 3 metres, the cost of repair shall be borne by the previous Occupant.	
<b>4.2</b>	<b>Painted surfaces</b> If redecoration is required, walls are to be painted matt white and free of bubbles, cracks, stains, drips, mould and marks when viewed in daylight from a distance of 2 metres. If a full wall or wall panelling (half height only) is painted in a colour that's specified on the Defence Homes colour palette this may remain if of sufficient quality and no patch paint is required. 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.	Damages to walls (including removal of more than 4 picture hooks) made during occupancy must be filled, smoothed down and painted with matt magnolia or matt white paint. If a wall is painted in a colour that's specified on the DIO Permissible Paint Spectrum this may remain if of sufficient quality and no patch paint is required. If damage is caused during occupancy and not repaired by Move-out or repairs can be viewed in daylight from a distance of 2 metres, the cost of repair shall be borne by the previous Occupant.	
<b>4.3</b>	<b>Wallpaper surfaces</b> 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.	Damages to walls (including removal of more than 4 picture hooks/ wall panelling (half height only) made during occupancy must be filled, smoothed down and painted with matt magnolia or matt white paint. If a wall is painted in a colour that's specified on the Defence Homes colour palette this may remain if of sufficient quality and no patch paint is required. If damage is caused during occupancy and not repaired by Move-out or repairs can be viewed in daylight from a distance of 2 metres, the cost of repair shall be borne by the previous Occupant.	
<b>4.4</b>	<b>Internal doors</b> Where painted, doors including built-in wardrobe doors shall be white gloss, with same door finishes throughout the property. 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 metres, the cost of repair shall be borne by the Occupant.	



Working with



		Move-in Standard	Move-out Standard	Checked
4.5	<b>Tiled surfaces</b>	Wall tiles must be appropriate for use. Tiling shall be grouted and sealed at all work surfaces. Tiles shall not be cracked or loose, but small chips less than 10mm across are acceptable, if there are no sharp edges. 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. 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 metres, the cost of repair shall be borne by the Occupant.	
4.6	<b>Misc.</b>	All existing skirting, architraves, internal door 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 metres, the cost of repair shall be borne by the Occupant.	

# Move-in/out Standard Checklist

## 5. Bathrooms, WC and Cloakrooms



Working with



	Move-in Standard	Move-out Standard	Checked
<b>5. Bathrooms, WC and Cloakrooms</b>			
<b>5.1</b>	<b>Toilets</b> 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 caused during occupancy, shall be borne by the Occupant.	
<b>5.2</b>	<b>Toilet seats</b> 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.	Toilets - Shall be cleaned, free from limescale inside and outside of the bowl.	
<b>5.3</b>	<b>Bathroom suite</b> Individual bathroom fittings may be replaced without replacing the complete bathroom suite. Any replacement features shall meet the specification laid out in RAMS Schedule 28, Part 10 Archetype Works - Annex B. 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).  Shower screens fitted during occupancy may remain in situ providing the quality of work is deemed to be of an acceptable standard.  All toilets shall have a toilet roll holder in close proximity.	Shower screens fitted during occupancy may remain in situ providing the quality of work is deemed to be of an acceptable standard when checked by the Housing Officer at Pre-Move Out.  Costs associated with damage caused during occupancy, shall be borne by the Occupant.	
<b>5.4</b>	<b>Baths</b> 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. Any replacement baths shall meet the specification laid out in RAMS Schedule 28, Part 10 Archetype Works - Annex B. 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 caused during occupancy, shall be borne by the Occupant.	
<b>5.5</b>	<b>Shower</b> Replacement showers shall be fitted appropriately to the space available. Any replacement baths shall meet the specification laid out in RAMS Schedule 28, Part 10 Archetype Works - Annex B.	Costs associated with damage caused during occupancy, shall be borne by the Occupant.	
<b>5.6</b>	<b>Shower curtain</b> Shower curtain rails must be positioned so that the curtain hangs inside the bath when in use. A new shower curtain shall be provided and hung on each change of Occupancy.	Shower screen- Shall be clean, without staining and marks and free from limescale.	
<b>5.7</b>	<b>Towel rails</b> Where fitted, towel rails, radiators and extractor fans to be in working order.	Costs associated with damage caused during occupancy, shall be borne by the Occupant.	
<b>5.8</b>	<b>Joinery</b> 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 and limescale. 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.	Gaps between tiles and silicon joinery shall be free from mildew and mould.	

# Move-in/out Standard Checklist

## 6. Kitchens



Working with



	Move-in Standard	Move-out Standard	Checked
<b>6. Kitchens</b>			
<b>6.1</b>	<b>Cupboard doors</b>	<p>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.</p>	<p>Cupboards and drawers - Shall be clean and free from dust and food inside and out.</p> <p>Costs associated with damage caused during occupancy, shall be borne by the Occupant.</p>
<b>6.2</b>	<b>Work surfaces</b>	<p>Work surfaces must be fit for preparing food and easily cleaned. Surfaces shall be free from chips, burns 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. Moisture contamination (blown) worktops and carcasses where a suitable repair cannot be completed shall be replaced.</p>	<p>Work surfaces - Free from grease, marks and dirt to all exposed areas (edges and accessible undersides).</p> <p>Costs associated with damage caused during occupancy, shall be borne by the Occupant.</p>
<b>6.3</b>	<b>Extractor fan</b>	<p>Fans, vents and grills where fitted, shall be in working order. New filters for extractor hoods are to be fitted.</p>	<p>Costs associated with damage caused during occupancy, shall be borne by the Occupant.</p>
<b>6.4</b>	<b>Cookers</b>	<p>A cooker (gas or electric) is to be provided, be in full working order and be complete with grill pan, handles, oven shelves, knobs and pan supports. Cooker restraints shall be fitted to all freestanding gas cookers. Any replacement cookers and/or hobs shall meet the specification laid out in RAMS Schedule 28, Part 10 Archetype Works - Annex A.</p>	<p>Cooker - Shall be free from grease and carbon deposits on the hob, inside the oven and the surrounds of the cooker.</p>
<b>6.5</b>	<b>Sinks</b>	<p>Sinks and draining boards are to be fit for purpose and without significant dents or scratches. Sink units are to be sealed at work surfaces and all edges. Taps shall be functional, 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).</p>	<p>Sinks and taps - Shall be free from grease and limescale inside and out. No debris left in the plug holes.</p> <p>Costs associated with damage caused during occupancy, shall be borne by the Occupant.</p>

# Move-in/out Standard Checklist

## 7. Windows



Working with



	Move-in Standard	Move-out Standard	Checked
<b>7. Windows</b>			
<b>7.1</b>	<p><b>Window seals</b></p> <p>All windows that open shall be fully operational. Windows shall be draught free and watertight under normal weather conditions. Window frames shall be sealed to prevent water ingress. Hinges, latches, stays, restrictors, and locks shall be functional, fit-for-purpose and complete. Double glazed windows are to be free from moisture between the glazing. 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.</p>	<p>Windows - All glass, frames and sills shall be cleaned, free from smears, finger marks and mildew/mould. All visible parts of the frame shall be visibly clean when the window is open.</p>	
<b>7.2</b>	<p><b>Window restrictors</b></p> <p>Opening windows apart from those on the ground floor shall be fitted with restrictors.</p>	<p>Costs associated with damage caused during occupancy, shall be borne by the Occupant.</p>	
<b>7.3</b>	<p><b>Curtain track, curtain blinds and fittings</b></p> <p>All windows shall have a suitably sized curtain pole, track or rail unless it is a bathroom, WC, kitchen or utility window that has been fitted with a blind. Where curtain poles and tracks are provided, they shall be securely fixed and have sufficient curtain rings or hooks.</p> <p>Curtains, blinds and other window coverings shall be fit for purpose and in good condition. Curtains must be of a suitable size for the window, be hung appropriately with sufficient hooks, and be ironed to hang without excessive creasing. Eyelet style curtains are acceptable where curtain poles have been provided under the permanent enhancement policy or a refurb specification.</p> <p>Where fitted, blinds and shutters and curtain poles may remain in situ if of sufficient quality and fit for purpose. .</p>	<p>Curtains that have been provided shall be left in the property hung. If curtains have been stored during occupancy, the curtains are to be pressed before being hung and without excessive creases.</p> <p>Fitted blinds and shutters may remain in situ providing the quality of work is deemed to be of an acceptable standard when checked by the Housing Officer at Pre-Move Out. Curtain Poles may also remain in situ, but original curtains provided within the property must remain in the property.</p> <p>Costs associated with damage caused during occupancy, shall be borne by the Occupant.</p>	

# Move-in/out Standard Checklist

## 8. Gas and Electrical Installation and Applications



Working with



	Move-in Standard	Move-out Standard	Checked
<b>8. Gas and Electrical Installation and Applications</b>			
<b>8.1</b>	<b>Utility meters</b> Card or token utility meters are to be replaced with a non-card or token utility meter.	None	
<b>8.2</b>	<b>Electrical installation</b> The electrical installation is to be in full working order. Consumer units and fuse panels are to be labelled. Installed earth bonding is to be secure. Fans and vents should be in good working order.	None	
<b>8.3</b>	<b>Electrical fittings</b> All switches, sockets etc. shall be securely fixed. All switches, sockets etc. with visible signs of overheating, cracking, discolouration, or damage shall be replaced. Bare cables or exposed insulation is to be rectified. Metal switches shall be earthed or replaced. Paint splashes to sockets or switches will be removed, or the fitting replaced	Sockets and switches must be free from pain splashes or other damage	
<b>8.4</b>	<b>Kitchen switches</b> Cooker and other kitchen switches shall be labelled, unless their purpose is unambiguous.	None	
<b>8.5</b>	<b>Light fittings</b> 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 cords will be replaced at each move In.	Bulbs and tube fittings to remain in the property and be working. Costs associated with damage caused during occupancy, shall be borne by the Occupant.	
<b>8.6</b>	<b>Shades and diffusers</b> Lampshades or light bowls shall be provided. 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.	Shades and light fittings 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 caused during occupancy, shall be borne by the Occupant.	
<b>8.7</b>	<b>Smoke alarm</b> A smoke alarm in working order shall be fitted on each floor, with additional alarms where layout or size of property dictates.	None	
<b>8.8</b>	<b>CO detector</b> A CO detector in working order shall be fitted in each property with an open flue gas or oil appliance, with additional detectors where layout or size of property or installed gas appliances dictates.	None	
<b>8.9</b>	<b>Electrical cables</b> Any electrical cabling including telephone, broadband, EVCP and intruder alarm cabling shall be functional and securely clipped to walls.	Any electrical cabling from the installation of telephone, broadband, EVCP and intruder alarm shall be functional and securely clipped to walls.	

# Move-in/out Standard Checklist

## 9. Heating



Working with



	Move-in Standard	Move-out Standard	Checked
<b>9. Heating</b>			
<b>9.1</b>	<b>System</b> 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	
<b>9.2</b>	<b>Boiler</b> Boiler enclosure is to be intact. Replacement boilers shall be compliant with all statutory and mandatory regulations. Any replacement boilers shall meet the specification laid out in RAMS Schedule 28, Part 10 Archetype Works - Annex C.	None	
<b>9.3</b>	<b>Radiators</b> Any thermostatic radiator valves (TRVs) are to be functional. 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	
<b>9.5</b>	<b>Feature fire</b> Where provided, the focal feature fire (gas or electric) is to be in a safe, clean and working order. Where replacement of gas fires is required, consideration shall be given replacing with alternative requiring less maintenance and testing (including electrical fires).	Costs associated with damage caused during occupancy, shall be borne by the Occupant.	
<b>9.6</b>	<b>Open fireplaces and chimneys</b> Open fires shall be safe, clean and in working order. Chimneys shall be swept and in working order.	Fireplaces are to be swept with all ash removed and chimney recently swept (if used).	

# Move-in/out Standard Checklist

## 10. External Areas



Working with



	Move-in Standard	Move-out Standard	Checked
<b>10. External Areas</b>			
<b>10.1</b>	<b>Visual roof inspection</b> The roof shall undergo a visual inspection of the roof to ensure it is sound, and water does not penetrate. The guttering, gullies and downpipes are to be serviceable and free from debris and weeds.	None	
<b>10.2</b>	<b>TV aerial</b> Where fitted, TV aerials and cabling shall be functional, in working order and securely clipped to walls. Installation of additional TV Aerial ports may remain in situ providing the quality of work is deemed to be of an acceptable standard and all evidential electrical certification has been provided.	Installation of additional TV Aerial ports may remain in situ providing the quality of work is deemed to be of an acceptable standard and required evidential electrical certification is available when checked by the Housing Officer at Pre-Move Out.	
<b>10.3</b>	<b>External decorated surface</b> The condition of the external decoration surfaces and any additional necessary works shall be recorded in the Housing Specific Task Schedule (HSTS).	None	
<b>10.4</b>	<b>External walls</b> External property walls are to be structurally sound. Unless structurally significant, or shall cause weather damage to the property, cracks greater than 10mm in brick or block work are to be repaired. Non-urgent structural repairs shall be recorded in the HSTS.  External taps may remain in situ providing the quality of work is deemed to be of an acceptable standard and evidential certification has been provided.  Electrical Vehicle Charging Points (EVCPs) may remain in situ providing the quality of work is deemed to be of an acceptable standard and all evidential electrical certification has been provided.  External GFCI/ Power Supplies may remain in situ providing the quality of work is deemed to be of an acceptable standard and all evidential electrical certification has been provided.  Where fitted battery powered external wireless lighting may remain in situ providing it is securely fitted and any fixtures used have not damaged the external wall it rests upon.	External taps may remain in situ providing the quality of work is deemed to be of an acceptable standard and required Water Safe Certificate is available when checked by the Housing Officer at Pre-Move Out.  Electrical Vehicle Charging Points (EVCPs) may remain in situ providing the quality of work is deemed to be of an acceptable standard and required evidential electrical certification is available when checked by the Housing Officer at pre-Move Out.  External GFCI/ Power Supplies may remain in situ providing the quality of work is deemed to be of an acceptable standard and required evidential electrical certification is available when checked by the Housing Officer at pre-Move Out.  Battery powered external wireless lighting may remain in situ providing it is securely fitted and any fixtures used have not damaged the external wall it rests upon when checked by the Housing Officer at pre-Move Out.	



Working with



		Move-in Standard	Move-out Standard	Checked
10.5	<b>Hard surfaces</b>	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.	Paths and driveways - Shall be tidy, weed and moss free and swept.	
10.6	<b>Hand rails</b>	Handrails shall be securely fixed and be of sufficient strength to provide restraint.	None	
10.7	<b>Fences and gates</b>	Fences shall be secure and fit for purpose to prevent egress by minors and canines. Gaps larger than 150mm are to be filled. Gates to be fitted with operational bolts and latches and be able to close securely. Where painted, fences will be painted in one single colour.	Costs associated with damage caused during occupancy, shall be borne by the Occupant. Fences painted need not be reversed if the workmanship is of sufficient quality, one solid colour has been applied and the correct paint for the application intended has been used.	
10.8	<b>Trees</b>	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	<b>Climbing plants</b>	All ivy and climbing plants shall be removed (severed and poisoned, stripped and dug out at base).	None	
10.10	<b>Hedges and shrubs</b>	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. All dead controlled and dangerous species are to be removed.  Added plants and flowerbeds may remain in situ providing they are tidy, weeded and cultivated	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 shall be borne by the Occupant.  Added plants and flowerbeds may remain in situ providing they are tidy, weeded and cultivated when checked by the Housing Officer at Pre- Move Out.	
10.11	<b>Ground clearance</b>	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.	



Working with



		Move-in Standard	Move-out Standard	Checked
10.12	Green space	<p>The garden shall be in the majority, an even surface. All individual areas of wear greater than 5% of the grassed area are to be reinstated by seeding with seed comparable to the current grass type. 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.</p> <p>Patios fitted in occupancy may remain in situ providing the quality of work is deemed to be of an acceptable standard.</p> <p>Garden decking fitted in occupancy may remain in situ providing the quality of work is deemed to be of an acceptable standard.</p>	<p>The garden should be maintained to a tidy condition and any temporary structures removed.</p> <p>Patios fitted in occupancy may remain in situ providing the quality of work is deemed to be of an acceptable standard when checked by the Housing Officer at Pre-Move Out.</p> <p>Garden decking fitted in occupancy may remain in situ providing the quality of work is deemed to be of an acceptable standard when checked by the Housing Officer at Pre-Move Out.</p>	
10.13	Out-buildings	<p>All outbuildings including sheds, stores, etc shall be sound and fit for purpose.</p> <p>Greenhouses and floor anchored Pergolas may remain in situ providing the quality of work is deemed to be of an acceptable standard. Where a lock is provided, 2 keys shall be provided.</p>	<p>Shed and outbuildings - Shall be free from cobwebs and swept</p> <p>Greenhouses and floor anchored Pergolas may remain in situ providing the quality of work is deemed to be of an acceptable standard when checked by the Housing Officer at Pre-Move Out.</p>	
10.14	Misc.	<p>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.</p> <p>WIFI Operated House Alarms fitted by previous occupants may remain in situ providing the quality of work is deemed to be of an acceptable standard and are in good working order.</p> <p>Where present, water butts may remain in situ under the proviso that no obstruction is caused by its positioning.</p> <p>Where present, compost boxes may remain in situ under the proviso that there are no access obstructions and that the box is positioned in partial shade to avoid extreme temperature fluctuations.</p>	<p>Bins (Refuse &amp; Recycling) - Shall be empty and cleaned inside and out (excluding communal bins).</p> <p>WIFI Operated House Alarms fitted by previous occupants may remain in situ providing the quality of work is deemed to be of an acceptable standard and that they are in good working order when checked by the Housing Officer at Pre-Move Out.</p> <p>Water butts may remain in situ under the proviso that no obstruction is caused by its positioning when checked by the Housing Officer at Pre-Move Out.</p> <p>Compost boxes may remain in situ under the proviso that there are no access obstructions, the box is positioned in partial shade to avoid extreme temperature fluctuations and there is no de-compostable waste when checked by the Housing Officer at Pre-Move Out.</p>	

# Move-in/out Standard Checklist

## 11. Garage



Working with



		Move-in Standard	Move-out Standard	Checked
<b>11. Garage</b>				
<b>11.1</b>	<b>Structural integrity</b>	Garage roofs shall be sound and prevent the ingress of water under normal weather conditions. Walls shall be sound and fit for purpose.	Costs associated with damage caused during occupancy, shall be borne by the Occupant.	
<b>11.2</b>	<b>Doors</b>	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. Where painted, garage doors will be painted in one single colour.	Costs associated with damage caused during occupancy, shall be borne by the Occupant. Garage door painting need not be reversed if the workmanship is of sufficient quality, one solid colour has been applied and the correct paint for the application intended has been used.	
<b>11.3</b>	<b>Drainage</b>	Under normal weather conditions there shall be no standing water within the garage.	Costs associated with damage caused during occupancy, shall be borne by the Occupant.	
<b>11.4</b>	<b>Electrical</b>	Lighting and power where provided shall be safe and operational. Where present, Electrical Vehicle Charging Points (EVCPs) may remain in situ providing the quality of work is deemed to be of an acceptable standard and all evidential electrical certification has been provided.	Costs associated with damage caused during occupancy, shall be borne by the Occupant. Electrical Vehicle Charging Points (EVCPs) may remain in situ providing the quality of work is deemed to be of an acceptable standard and required evidential electrical certification is available when checked by the Housing Officer at pre-Move Out	
<b>11.5</b>	<b>Floors</b>	Where painted, garage floors will be painted in one single colour.	Costs associated with damage caused during occupancy, shall be borne by the Occupant. Garage Floor painting need not be reversed if the workmanship is of sufficient quality, one solid colour has been applied and the correct paint for the application intended has been used.	

# Move-in/out Standard Checklist

## 15. Defence Accommodation Stores (DAS)



Working with



	Move-in Standard	Move-out Standard	Checked
<b>15. Defence Accommodation Stores (DAS) - Responsibility by the NAMS supplier</b>			
<b>15.1</b>	<b>Furniture</b>	All furniture is to be serviceable, fit for purpose and erected in the room it is intended for.	Costs associated with damage caused during occupancy, shall be borne by the Occupant.