

# RIVER CLYDE HOMES

## CUSTOMER SENATE

### Scrutiny Review of Short Term Void Re-Let Times

Autumn/Winter 2014



## Contents

1.0	Introduction.....	3
2.0	Background .....	3
3.0	The Customer Senate .....	3
4.0	Report Structure .....	4
5.0	Methods used in the Inspection .....	5
6.0	Inspection Results.....	5
7.0	The Current Void Process.....	8
8.0	Summary of Responses from Cube Housing Association and RCH Managers Meetings .....	9
9.0	Follow on Senate activities .....	13
10.0	Recommendations .....	13
11.0	Review .....	16
	Appendix A .....	17
	Appendix B .....	19
	Appendix C .....	21
	Appendix D.....	24
	Glossary.....	29

## 1.0 Introduction

- 1.1 This report has been written by the Customer Senate. It provides feedback from their inspection into the short term void re-let timescales and makes recommendations for improvement.
- 1.2 The Chartered Institute of Housing (CiH)<sup>1</sup> delivered training to the Senate and the Tenant Participation Advisory Service (Scotland) TPAS<sup>2</sup> supported the group through the inspection. River Clyde Homes (RCH)<sup>3</sup> assisted and funded the exercise.

## 2.0 Background

- 2.1 This is the first inspection carried out by the Customer Senate.
- 2.2 The purpose of the initiative was to engage with customers to allow them to determine the improvements they felt were required in the delivery of services by RCH.
- 2.3 The Customer Senate met with the Business, Planning & Performance Manager to look at the poorest performing areas as highlighted in the Annual Return on the Charter (ARC)<sup>4</sup>. They compared the results with RCH peers and decided to look at the time taken to re-let a short term void property. They wanted to look at what was working well and what could be done better and therefore determine whether any changes to processes might help to improve overall performance and the customer experience.
- 2.4 The Customer Senators were recruited following the RCH customer engagement initiative, 'Count Me In' which took place throughout 2013/2014.

## 3.0 The Customer Senate

---

<sup>1</sup> Chartered Institute of Housing

<sup>2</sup> Tenant Participation Advisory Service

<sup>3</sup> River Clyde Homes

<sup>4</sup> Annual Return on the Charter

3.1 The group are, David McKechnie, Hamish MacLeod, Marion Wilson (Co-optee), Andrew Hurrell, Mark Anderson, Mary Moulden, Joyce Stephens and Ian McArthur (Co-optee).

3.2 Anyone who receives a service from RCH is a customer and is therefore able to make an application to become a Customer Senator. This can include tenants, factored owners and those renting garages etc. from RCH.

3.3 Two of the current group are co-optees to which the following applies;

### **Co-optees**

The Customer Senate can agree to co-opt people onto the Senate for a period of time and these people would be known as Co-optees. This can be to enhance the Customer Senate and its work by utilising their skills or expert knowledge in varying degrees.

The length of time for which they will be co-opted will be agreed on an individual basis and can be reviewed and extended as required by the Customer Senate and in agreement with the Co-optee. Periods of time can be: the length of time of an individual scrutiny exercise, three months, six months or twelve months or for a longer period if required.

Whilst fulfilling the role, a Co-optee may take part in the deliberations of the Senate and vote at any meetings except on matters directly governing the Senate or the election or appointment of office bearers.

Co-opted persons may not stand for election nor be elected as one of the office bearers.

The Customer Senate were supported throughout the investigation by Lesley Baird CEO<sup>5</sup> TPAS<sup>6</sup>, Tony Kelly TPAS, Siobhan O’Kane, Governance & Executive Team Support Manager, RCH and Anne Ross, Customer Involvement Officer, RCH<sup>7</sup>.

## **4.0 Report Structure**

4.1 The report outlines the investigative methods used and the Customer Senate’s findings. It includes the current void process flowchart. Lastly, it makes recommendations using a Red / Amber / Green priority rating to

---

<sup>5</sup> Chief Executive Officer

<sup>6</sup> Tenant Participation Advisory Service

<sup>7</sup> River Clyde Homes

highlight the areas that the Customer Senate identified to be of main concern to them.

## 5.0 Methods used in the Inspection

5.1 The exercise was conducted as follows:

- Interactive session with the Performance Manager
- Small sub group sessions to compare the Lettable standards of other bodies with that of RCH and to format checklists for void visits
- Visit to a best practice organisation (Cube Housing Association) and viewing of a selection of their void properties
- Manager questionnaires and one to one, face to face Q&A sessions with Operational Managers
- Visit to various types of RCH void properties
- Collective meeting with Operational Managers
- Reviewed records of reasons for letting refusals
- Session to review Lettings termination documents

All comments have been treated in the strictest confidence. Senate members have signed a code of conduct and confidentiality agreement and feedback will not be attributed to individual managers or tenants who took part in the inspection process.

## 6.0 Inspection Results

Method	What happened	Comments
Performance Manager (PM) session	The PM <sup>8</sup> delivered a presentation on RCH Performance Indicators and performance results to July 2014. He explained what the targets were, how RCH compared to their peer groups and what the actual RCH performance was.	From this session, the Senate decided to inspect Short Term Void re-let times due to this being an area of poor performance in comparison to other bodies.

<p>Sub task comparing Lettable standards</p>	<ol style="list-style-type: none"> <li>1. One Customer Senator drew up a table (Appendix A) comparing the RCH Lettable standard with that of another two housing providers.</li> <li>2. Two members met to draw up a comparison of the Termination process with other housing groups</li> </ol>	<ol style="list-style-type: none"> <li>1. It was highlighted that RCH did not note certain aspects which other bodies did but in fact they were included as part of the RCH Lettable Standard.</li> <li>2. Appendix B.</li> </ol>
<p>Visit to Cube Housing Association</p>	<ol style="list-style-type: none"> <li>1. Met with Cube Housing Association Officers to discuss their process for repairing and re-letting Short Term Voids</li> <li>2. Visit to Cube Housing Association estate</li> <li>3. Take photographs of Houses</li> <li>4. Use questionnaire as used for RCH managers</li> </ol>	<ol style="list-style-type: none"> <li>1. Presentation delivered by Cube Housing Association on how they repair and turnaround their Void properties.</li> <li>2. Visited an estate with both high rise flats and low rise flats which were in the process of being refurbished externally. The group were shown Commonwealth Village furniture being utilised to incentivise tenancy uptake.</li> </ol> <p>Available to view</p> <p>4. See 7.0</p>

Face to face meetings with RCH managers involved in all stages of Voids	Specific questions asked relating to their teams involvement in the process	
Visit RCH Voids with Void Supervisor	Senate devised their own checklists for each house visit	See Appendix C
Collective meeting with all managers	Discussion and consolidation of all information gained from face to face meetings	See note attached from meeting

### **Supporting notes:**

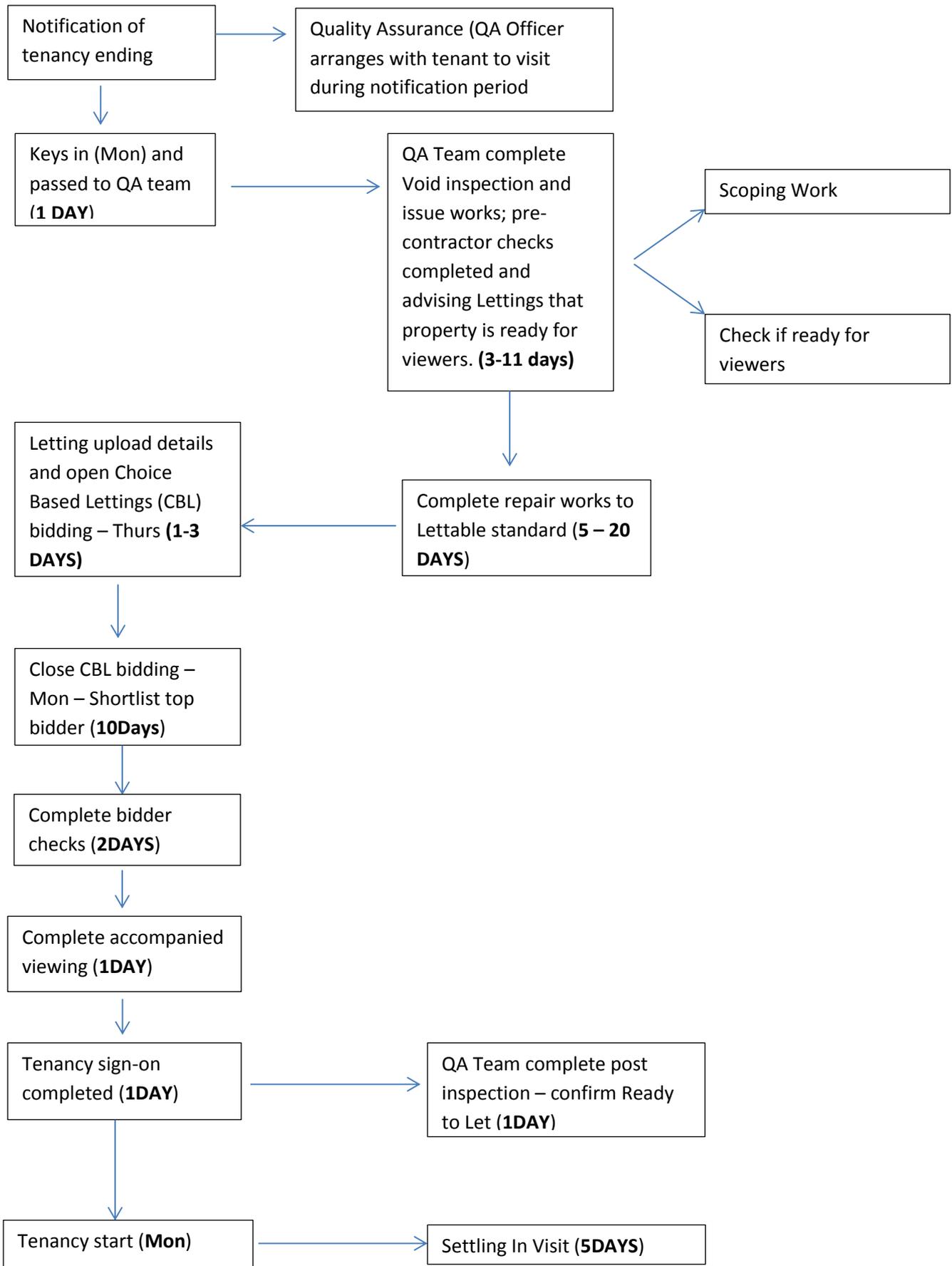
Prior to undertaking the tasks above the Customer Senate contacted other housing bodies to obtain copies of their Lettable Standards and Termination of Tenancy processes.

Some housing associations were not keen to share this due to their Data Protection understanding although the Senate did not ask for tenants details others advised they would send copies and did not.

The Customer Senators felt that the RCH Termination process and the number of forms were not clear and that it was confusing. They did compare this to Cube Housing Association where they had visited voids and felt theirs was 'fit for purpose'.

The face to face meetings with individual Managers led to a collective meeting being called to consolidate the answers and to clarify the timescales.

## 7.0 The Current Void Process



## 8.0 Summary of Responses from Cube Housing Association and RCH Managers Meetings

Question	Responses	Comments
1. What is the definition of a Short term Void?	Any vacant house that has not been available to be re-let for a period of 12 months or less.	Some departments had their own variations on this definition for their own internal targets.
2. What is the average turnaround time?	138 days  The Property Teams advised – 33 days (3 days to scope, 8 days to contractors, 21 days average dependant on work required and 1 day to final inspect)  Repairs – 18 days  Cube Housing Association– 10 days	The process on the flow chart shows 42 days therefore a void can take a variable amount of time to re-let from keys in to keys out.
3. What is/are your procedure/s for a tenant indicating giving up tenancy to re-let i.e. Key to Key?	See Termination forms Appendix D	There were numerous forms depending on the tenancy e.g. matrimonial home, death, admission to a Nursing Home etc.
4. What are the main reasons for refusals?	In the main customers have said this is due to houses being in undesirable areas or with stigma attached from past issues.  Panic bidding  Cube Housing Association - Rent levels	This has changed recently with the introduction on CBL  People thinking they have to make a bid on at least one property in case they are forgotten about.  Even though people viewed houses they seemed unhappy about the cost of the rent in some areas.

<p>5. What is your budget for each Void?</p>	<p>RCH Void manager – no specified amount</p> <p>RCH - Repairs – No defined figure</p> <p>Cube Housing Association</p>	<p>Note – Repairs Manager advised that the overall Void repairs budget was £1,090,000 per year</p> <p>£850 up to £10000</p>
<p>6. Actual spend on each Void?</p>	<p>RCH - Void Manager - £650 - £4500 plus damages/rot</p> <p>RCH - Repairs - 255 voids completed year to date averaged out at £2875 per void</p>	
<p>7. Lettable standard - Is there more than one across all properties?</p>	<p>RCH - One Lettable standard but decoration can be done as an added incentive</p> <p>Cube Housing Association– Decoration and furniture included where needed e.g. one bed flats.</p>	
<p>8. Initiatives around hard to let properties?</p>	<p>RCH - Full decoration carried out or supply of a paint pack.</p> <p>Cube Housing Association– as above</p>	
<p>9. Dedicated Void Team?</p>	<p>RCH - Void Manager – Yes 3 QA officers</p> <p>Repairs Manager - Yes plus 3 framework agreement contractors</p> <p>Cube Housing Association - Yes</p>	<p>They also compensate repairs and voids on a demand led basis.</p> <p>They work closely with the Housing Officers to use their local knowledge of the</p>

		tenants and potential tenants.
10. New Tenant satisfaction	RCH - The collection of this information has only commenced recently (July 2014). In that time 24 Customers were very satisfied , 7 fairly satisfied, 5 neither/nor and 6 did not comment on the lettable standard	
11. New tenant greatest dissatisfaction?	RCH - This information is not currently collected.  Cube Housing Association Housing Association	Rent levels
12. Would you leave carpets and curtains if in good condition?	RCH - Void Manager – For carpets this is dependent on age but mainly in sheltered and new builds. Curtains removed  Cube Housing Association - Yes	

**8.1 N.B. Additional questions were raised for the RCH managers following the visit to Cube Housing Association and the review of RCH Lettable Standard.**

1. Do you use Key safes?	No	We have tried them in the past but there were issues with the pass numbers becoming known. We would be open to more modern systems.
2. Do you put light timer switches or alarms on properties?	No.	Timers had been considered but not implemented.
3. How often do you meet with the other Teams involved in Voids e.g. Lettings and Cleaner greener to discuss	Fortnightly with Lettings and as and when required with the Cleaner Greener Neighbourhoods Team	

individual Void properties?		
4. Do you leave the property with steel doors and windows in situ?	In some properties but not all.	It depends on circumstances, i.e. geographical area, potential for vandalism, theft etc.
5. What timescales/targets do your workmen or Contractors get to do the jobs required?		Void contractors – 8 days  Repairs team 20 days however can be longer if issues described previously are encountered
6. The RCH Lettable Standard states that the grass will be cut and hedges maintained whilst a property is Void, does this happen?	Only on an ad hoc basis when a specific request has been made by the Voids team.	Current staffing levels do not allow for the monthly visit as indicated in the standard. However cuts are carried out prior to the viewing or in liaison with the new tenant within the first two weeks of moving in.
7. The standard also states the close/landings/windows will be cleaned during the Void time	Only on an as requested basis.	One off cleans of common close/areas are carried out only on request from the Voids or lettings teams on an ad hoc basis.
8. Is a first cut available to all new tenants?	Yes	
9. Are there any initiatives around communal areas and gardens to encourage uptake of tenancies in hard to let areas?	No particular initiatives	Cleaner Greener Neighbourhoods staff tries to encourage existing tenants to carry out close cleaning and garden tidy

## 8.2 Summary

In summary it was agreed that some properties will always be difficult to let. However there appeared at times to be delays in the periods that departments held onto keys also whether the targets set for repairs and contractors targets were being achieved and a lack of enough communication around individual void properties.

During the period of the investigation it is also noted that there are some changes currently being undertaken to improve performance.

## 9.0 Follow on Senate activities

- Revisit to a Void property completely ready to be viewed
- Meeting to discuss all findings and agree prioritised recommendations
- Meeting to agree format and style of report to be presented to the Executive Management Team (EMT)<sup>9</sup> and Board.
- Session to consolidate Chartered Institute of Housings' scrutiny training facilitated by the Chartered Institute of Housing (CIH)<sup>10</sup>.
- Draft report meeting to agree or make amendments where necessary
- Final report signed off by Senate to be presented to EMT<sup>11</sup> and Board.

## 10.0 Recommendations

The Senate discussed and expanded on the individual recommendations and agreed twelve recommendations as follows using a traffic light coding to show priority.

**Red** – High Priority To be carried out within 3 months

**Amber** – Medium Priority To be carried out within 6 months

**Green** – Low Priority To be carried out within 9 months

Recommendation	Additional comments/suggestions	Reason
1. Carry out tenancy sign-ons on any day of the week	Would like to highlight this as being restrictive to the Board and suggest they ask the Welfare Benefits department for flexibility to allow for more than one day on which this can happen.	Feel this would benefit potential tenants and reduce timescales for rental income being lost
2. Undertake tenancy exit surveys	Meet face to face with the terminating tenant.	This will inform us why the tenant wants to leave and perhaps identify ways we can

<sup>9</sup> Executive Management Team

<sup>10</sup> Chartered Institute of Housing

<sup>11</sup> Executive Management Team

	Incentivise a 1:1 meet and ask the tenant if the organisation can use the 28 day notice period to assist with commencing repairs etc.	encourage them to stay.  Speed up assessment and repairs timescales. Gain specific area knowledge e.g. Anti Social Behaviour, lack of neighbourhood facilities.
3. Consolidate the termination forms	Possibly cut down to just one form only for ending tenancies and one for transfer of tenancy.	To make it less onerous and confusing for staff and customers.
4. Pilot the use of key safes outside void properties.	Aware they may have been used previously unsuccessfully – trial a newer system – possibly use UPRN <sup>12</sup> for code.	Reduce time tradesmen and contractors have keys to carry out work. Any team can visit house to carry out works.
5. Undertake annual tenancy audits	Trial with some newly let voids for a period of time.	Gather information and offer assistance if needed to sustain tenancy. Check standard of home maintenance by tenant.
6. Issue handheld devices to QA <sup>13</sup> officers to allow them to log the identified repairs whilst out on the field.	QA officer able to enter jobs needed more quickly than current procedure.	This will reduce timescales for the officer putting the individual job requests onto the system when they return to the office.
7. Advertising/marketing (a) – use a 360 degree virtual tour to advertise properties on our CBL section of the website.	Make it more appealing. Customers are looking for more. Furnish one property and put photographs on website for general type houses. Use modern	This appears to work well even in hard to let areas for private estate agents.

<sup>12</sup> Unique Property Reference Number

<sup>13</sup> Quality Assurance

	technology to bring RCH up to date and in line with the private sector.	
8. Advertising (b) – mention local amenities, schools in the area and local transport links etc.	Some adverts already do but it should be made standard.	Keep all adverts in similar format.
9. Rather than bring all void properties up to the Lettable standard straight away, create one show home in areas with a number of properties to let, to show prospective tenants a finished product and this could include furniture etc.	Make it more appealing to viewers. Furniture incentives?	Given that properties in these areas will only be brought up to a Lettable standard as and when prospective tenants, having seen the show flat, agree to sign a tenancy agreement for the property might deter properties being broken into.
10. Use incentives to encourage customers to let us in during the 28 day notification period to either take some photos or try and identify what works need to be done.	Perhaps give them a voucher of some sort?	Speed up the process for assessment of works and the repairs being carried out. Make the house look more appealing when viewings are taking place as repairs would have already been carried out.
11. Maybe advertise for hard to let properties the possibility of moving in packages. For example - advise that these properties will be fully carpeted throughout.	We could offer to paint these properties throughout for £50 or some other token amount. Use CAD <sup>14</sup> images to show kitchen layout etc. With approx. measurements etc.? Suggest furnished lets at a price – payback over period of time – obviously there will be	To fill empty houses and recoup rental income more quickly

	criteria and issues to be considered.	
12. Instead of a tenant handing keys in on a Monday could a checkout end of tenancy appointment be carried out instead?	Staff to carry out the visit at the house at a pre arranged time.	This might help to ensure the house will actually be cleared of tenant's belongings and enable RCH to view the state of flooring.
13. To start collecting Customer dissatisfaction information when a house is refused after viewing	Could possibly be added to any refusal information being recorded.	Would assist RCH in trying to resolve issues in an area of with the property.

## 11.0 Review

The Senate will meet to discuss the feedback from Board and how the recommendations will be monitored.

**Housing Association**

<b>Area</b>	<b>Link</b>	<b>Glen Oaks</b>	<b>RCH</b>
<b>General</b>			
Wind & Watertight			Yes
Change Locks	Yes	Yes	
CP12 (Gas)	Yes	Yes	Yes
Electrical	Yes	Yes	Yes
TV Point			Yes
Central Heating System	Yes		
Drain Water System		Yes	Yes
Door Entry System	Yes		Yes
Detectors - Smoke, Heat & CM	Yes		Yes
Empty Previous Belongings	Yes	Yes	Yes
Door Handles & Locks	Yes	Yes	Yes
Windows & Doors	Yes	Yes	Yes
Internal Flooring & Walls	Yes	Yes	Yes
Rainwater Goods - Check	Yes		
Adaptions - Check	Yes		Yes
<b>Kitchen</b>			
Worktops / Units - Condition	Yes	Yes	Yes
Floor Coverings	Yes	Yes	
Washing Machine (Space)	Yes		Yes
Cooker (Space)	Yes		
Fridge / Freezer (Space)	Yes		
Cooker Point	Yes		Yes
Extractor Fan	Yes		Yes
Six Sockets (Minimum)	Yes		
1 Cubic Metre Storage (Min)	Yes		
Taps, Plug & Chain		Yes	Yes
SHQS Standard			Yes
Decoration Repairs	Yes	Yes	Yes
<b>Bathroom</b>			
Sanitary Ware	Yes	Yes	Yes
Taps, Plug & Chain	Yes	Yes	Yes
Tiling	Yes		Yes
Shower / Curtain - Check	Yes		Yes
Seals / Grouting	Yes	Yes	
Bath / Shower - Provision	Yes		
Floor Coverings	Yes	Yes	

Cleanliness
-------------

Carpet Removal	Yes	Yes	Yes
Clean Property	Yes	Yes	Yes
Garden Tidy	Yes		Yes
External Common Areas	Yes		Yes
Outbuildings	Yes		Yes
Infestation			Yes
Timber Infestation			Yes

	<b>Guide to Ending a Tenancy</b>
<b>River Clyde Homes</b>	1. Did not have a 'Guide' to give to tenants. There is one for staff however.
	2. Termination forms – Is there more than one form e.g. married or unmarried? Yes – 5 forms- marital home/joint names on tenancy
	3. Print in one section of the forms is too small to read.
	4. Information in section 6 of the Tenancy Agreement is about tenant's obligations when giving up a tenancy...Are we making an assumption that tenants keep their Agreement to hand and have read it all through? N.B. It does state clearly ' <i>Before you move out of your house you must do the following</i> '
<b>Link Housing Association Limited</b>	1. Pre-termination letter and forms are sent out together, clearly setting out what the tenant is expected to do.
	2. A date is given for a visit by the Housing Officer in this letter. There is an option to call and change the visit date if required.
	3. The form is clear and requires a signature from the Spouse as well as the named Tenant.
	4. A second formal letter is sent when it has not been possible to access the house for an inspection on the first advised dated. 5. Forms for signature(s) are sent with this letter.
<b>Cube Housing Association</b>	1. Notice of Termination of Tenancy Form – Very comprehensive but not tenant friendly. Too much information required to be completed. More appropriate for the associations records.
	2. Cube Housing Association have stressed that they like to have a 1:1 meeting to identify the reason for ending the tenancy. Not aware of all the housing associations asking for this.
	3. Cube Housing Association help tenants to move in/out of properties
	<b><i>N.B.</i></b> In the documents from the groups above, there was no order of events set out. It was felt that this would have helped save time because anyone could

	<i>pick up the process at any stage and know the points already carried out.</i>
<b>Glen Oaks Housing Association Limited</b>	1. Notice of Termination Form is clear and concise. The form is easy to understand and therefore tenant friendly.
	2. Termination of Tenancy notes are included in a two page A5 tenant booklet issued. How to fill in the form is explained and there is a note indicating the condition the house must be left in. The booklet is a simple black & white copy to keep costs down. It gives details of schools and uses easy understandable language. It says only what it needs to say.
	3. Pre-termination inspection carried out within one week of notice of termination
	4. Notes in the tenant booklet also advise the tenant of other people or bodies they may have to contact pre-termination.  <i><b>N.B</b> The Senate think this is good additional information to give and very useful for any household.</i>

**Senate Void checklist**

		Yes/No	Comments
<b><u>External</u></b> - pathway	Clear of moss or broken paving?		
Close entrance and stairs	Clean and tidy? Walls free from graffiti? Broken/uneven paving?		
Common close security door	Yes/No – if yes, in working order? - Ref Buzzer system and Fob		
Surrounding grounds/grass	Clear of debris and grass cut?		
Landing	Clear of debris and clean?		
Stair Lighting	Working/clean light covers		
Front door	Functioning correctly and clean		
Outside drain covers	Clear of debris and functional		
Guttering and downpipes	Secure?		
<b><u>Hallway</u></b>	Floorboards even and secure?		
Walls	In good repair?		
Doors	Can they close/ are handles in place?		
Light switches	In working order?		
Dampness/draught	Visible/apparent		
Front door	Working security chain/bolt		
Skirting	Secure		
Polystyrene tiles	Present?		
Overall décor	Satisfactory state?		
Smoke alarm	Yes/No		
<b><u>Living Room</u></b>	Floorboards even and secure?		
Walls	In good repair?		
Doors	Can they close/are handles in place?		
Light switches	In working order?		
Dampness/draught	Visible/apparent		
Skirting	Secure?		
Polystyrene tiles	Present?		
Electric sockets	How many?		
Overall decor	Satisfactory state?		
Window	Good working order?		

	Lock – key available?		
Heating	Fire/radiator/storage heater/other?		
<b><u>Bedroom 1</u></b>	Floorboards even and secure?		
Walls	In good repair?		
Door	Can it close/ is a handle present?		
Windows	Good working order? / Lock – key available?		
Light Switch	Working?		
Dampness/draught	Visible/apparent		
Skirting	Secure?		
Polystyrene tiles	Present?		
Electric sockets	Working and how many?		
Overall decor	Satisfactory?		
Cupboard doors	Secure / handles present?		
Heating	Radiator/storage heater/other?		
<b><u>Bedroom 2</u></b>	Floorboards even and secure?		
Walls	In good repair?		
Door	Can it close/ is a handle present?		
Windows	Good working order? / Lock – key available?		
Light switch	Working?		
Dampness/draught	Visible/apparent		
Skirting	Secure?		
Polystyrene tiles	Present?		
Electric sockets	Working and how many?		
Overall decor	Satisfactory?		
Heating	Radiator/storage heater/other?		
<b><u>Kitchen</u></b>	Floorboards even and secure?		
Walls	In good repair?		
Door	Can it close/ is a handle present?		
Windows	Good working order? / Lock – key available?		
Light switch	Working?		
Dampness/draught	Visible/apparent		
Skirting/Kickboard	Secure?		
Polystyrene tiles	Present?		
Electric sockets	Working and how many?		
Overall decor	Satisfactory?		

Sink	Fit for purpose?		
Dripping taps	Yes/No		
Smoke alarm	Yes/No		
Flooring insitu	Yes/No		
Worktops and Unit drawers and doors	Secure/good working order?		
Space available	Fridge/washing machine/cooker?		
<b><u>Bathroom</u></b>	Floorboards even and secure?		
Walls	In good repair including tiles if present?		
Door	Can it close/ is a handle present?		
Window	Good working order?		
Dampness/draught	Apparent?		
Skirting	Secure?		
Flooring insitu	Yes/No		
Sanitary ware	Cracks/chips/sealant?		
Toilet seat	Yes/No		
Toilet flush working	Yes/No		
Sink and bath plugs	In place?		
Shower curtain	In place and pole secure?		
Light	Working?		
Sufficient ventilation	Window/extractor		
<b><u>General</u></b>			
Carbon Monoxide alarm	Yes/No		
Sufficient heating throughout	Yes/No		
All previous tenant's belongings removed	Yes/No		
Steel door and windows	Yes/No		
Door entry system working in house	Yes/No		
Outbuildings present	Yes/No		
Bin area/store	Clear and accessible?		
Chute room/drying room	Accessible/ key required and or available?		
Laundry facilities	Accessible/key required and or available?		
Communal Notice Board (if flats/sheltered housing)	In easy to view area?		
Anything else/comments			

Termination Form 1

RIVER CLYDE HOMES

THE MATRIMONIAL HOMES (FAMILY PROTECTION) (SCOTLAND) ACT 1981

TERMINATION OF TENANCY

On \_\_\_\_\_ I, \_\_\_\_\_

of \_\_\_\_\_ give 4 weeks notice from \_\_\_\_\_

of my intention to terminate the tenancy of the house known as \_\_\_\_\_

owned by River Clyde Homes and let to me and shall vacate the dwelling from \_\_\_\_\_

**I agree to return the keys for this dwelling to River Clyde Homes no later than 12 NOON on the aforementioned date.**

A debit will be raised for a further weeks' rent for any keys received later than 12 NOON

**River Clyde Homes, or its successors, disclaims any liability for any loss or damage caused to goods left on the premises. The cost of removing any items left will be charged to the outgoing tenant**

I affirm that the date hereof I am unmarried, that the said house is not a matrimonial home and that no non-entitled spouse, as defined by the Matrimonial Homes (Family Protection) (Scotland) Act 1981, exists in respect of the said house.

I agree / do not agree to a pre – allocation visit by a Neighbourhoods Officer and Prospective Tenant.

**GAS SUPPLIER \_\_\_\_\_ ELECTRICITY SUPPLIER \_\_\_\_\_**

**TENANT SIGNATURE** \_\_\_\_\_

**FORWARDING ADDRESS** \_\_\_\_\_

\_\_\_\_\_

**PHONE** \_\_\_\_\_

**DATE** \_\_\_\_\_

WITNESS \_\_\_\_\_

OCCUPATION \_\_\_\_\_

ADDRESS \_\_\_\_\_

<p><b>C/TAX:</b></p> <p><b>HB / PRIORITY:</b></p>	<p><b>UPRN:</b></p> <p><b>SIZE / TYPE:</b></p>
---------------------------------------------------	------------------------------------------------

**Termination Form 2**

**RIVER CLYDE HOMES**  
**THE TENANTS' RIGHTS ETC. (SCOTLAND) ACT, 1980**  
**THE MATRIMONIAL HOMES (FAMILY PROTECTION) (SCOTLAND) ACT 1981**  
**TERMINATION OF TENANCY**

On \_\_\_\_\_, I \_\_\_\_\_  
of \_\_\_\_\_ give 4 weeks notice from \_\_\_\_\_  
of the intention to terminate the tenancy of the house known as \_\_\_\_\_  
Owned by RiverClyde Homes and let to me, and shall vacate the dwelling from \_\_\_\_\_

The house is a matrimonial home in terms of the Matrimonial Homes (Family Protection) (Scotland) Act 1981.

**I agree to return the keys for this dwelling to River Clyde Homes no later than 12 NOON on the aforementioned date.**

**A debit will be raised for a further week/s rent for any keys received later than 12 NOON**

**River Clyde Homes, or its successors, disclaims any liability for any loss or damage caused to goods left on the premises. The cost of removing any items left will be charged to the outgoing tenant.**

I agree / do not agree to a pre – allocation visit by a Neighbourhood Officer and Prospective Tenant.

**GAS SUPPLIER** \_\_\_\_\_ **ELECTRICITY SUPPLIER** \_\_\_\_\_

**TENANT SIGNATURE** \_\_\_\_\_

**FORWARDING ADDRESS** \_\_\_\_\_

**PHONE** \_\_\_\_\_

**DATE** \_\_\_\_\_

WITNESS \_\_\_\_\_ OCCUPATION \_\_\_\_\_ ADDRESS \_\_\_\_\_

**CONSENT OF NON-ENTITLED SPOUSE**

I, \_\_\_\_\_ spouse of \_\_\_\_\_  
hereby consent for the purpose of the (Family Protection) (Scotland) Act 1981 to the under noted dealing of the said house relating to \_\_\_\_\_  
Dealing referred to :- voluntary termination of tenancy as at \_\_\_\_\_

**SPOUSE SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

WITNESS \_\_\_\_\_ OCCUPATION \_\_\_\_\_ ADDRESS \_\_\_\_\_

<b>C/TAX:</b>
<b>HB / PRIORITY:</b>
<b>START DATE:</b>
<b>TERM. REASON:</b>

<b>UPRN:</b>
<b>SIZE / TYPE:</b>
<b>RENT:</b>
<b>PATCH:</b>

RIVER CLYDE HOMES

TERMINATION OF TENANCY

On \_\_\_\_\_, I \_\_\_\_\_  
of \_\_\_\_\_ give 4 weeks notice from \_\_\_\_\_  
of my intention to terminate the tenancy of the house known as \_\_\_\_\_  
owned by RiverClyde Homes and let to \_\_\_\_\_  
who was my \_\_\_\_\_ (relationship to tenant) and shall vacate the  
dwelling from \_\_\_\_\_.

**I agree to return the keys for this dwelling to River Clyde Homes no later than 12 NOON on the aforementioned date.**

**A debit will be raised for a further week/s rent for any keys received later than 12 NOON**

**River Clyde Homes, or its successors, disclaims any liability for any loss or damage caused to goods left on the premises. The cost of removing any items left will be charged to the outgoing tenant.**

I agree / do not agree to a pre – allocation visit by an Estates Officer and Prospective Tenant.

**GAS SUPPLIER** \_\_\_\_\_ **ELECTRICITY SUPPLIER** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_

**TENANTS FORWARDING ADDRESS** \_\_\_\_\_

**PHONE** \_\_\_\_\_

**DATE** \_\_\_\_\_

WITNESS \_\_\_\_\_ OCCUPATION \_\_\_\_\_ ADDRESS \_\_\_\_\_

<b>C/TAX:</b>
<b>HB / PRIORITY:</b>
<b>START DATE:</b>
<b>TERM. REASON:</b>

<b>UPRN:</b>
<b>SIZE / TYPE:</b>
<b>RENT:</b>
<b>PATCH:</b>

**Termination Form 5**

RIVER CLYDE HOMES  
THE HOUSING (SCOTLAND) ACT 2001  
TERMINATION OF TENANCY FOR JOINT TENANTS

At Greenock on \_\_\_\_\_, We \_\_\_\_\_  
of \_\_\_\_\_ give notice of our intention to terminate  
the tenancy known as \_\_\_\_\_  
owned by River Clyde Homes, and let to us under a joint tenancy agreement  
and that as at the date hereof we affirm that the said house is our matrimonial  
home, as defined by The Matrimonial Homes (Family Protection) (Scotland) Act  
1981, and we wish to terminate any rights we have in respect of the  
aforementioned address as of **SUNDAY** \_\_\_\_\_

**JOINT TENANT**  
**SIGNATURE** \_\_\_\_\_

**WITNESS** \_\_\_\_\_  
**OCCUPATION** \_\_\_\_\_  
**ADDRESS** \_\_\_\_\_

**JOINT TENANT**  
**SIGNATURE** \_\_\_\_\_

**WITNESS** \_\_\_\_\_  
**OCCUPATION** \_\_\_\_\_  
**ADDRESS** \_\_\_\_\_

**FORWARDING ADDRESS** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**TELEPHONE NUMBER** \_\_\_\_\_

**DATE** \_\_\_\_\_

<b>C/TAX:</b> <b>HB / PRIORITY:</b> <b>START DATE:</b> <b>TERM. REASON:</b>
--------------------------------------------------------------------------------------

<b>UPRN:</b> <b>SIZE / TYPE:</b> <b>RENT:</b> <b>PATCH:</b>
----------------------------------------------------------------------

**Termination Form 5A**

RIVER CLYDE HOMES  
THE HOUSING (SCOTLAND) ACT 2001  
TERMINATION OF OCCUPANCY RIGHTS FOR JOINT TENANTS

At Greenock on \_\_\_\_\_, I \_\_\_\_\_ and \_\_\_\_\_

of \_\_\_\_\_ give four weeks notice of our intention to terminate the occupancy rights we have for the house known as \_\_\_\_\_ owned by River Clyde Homes, and let to us under a joint tenancy agreement dated \_\_\_\_\_ and that as at the date hereof we affirm that we are unmarried and that the said house is not our matrimonial home, as defined by The Matrimonial Homes (Family Protection)(Scotland) Act 1981, and we wish to terminate any rights we have in respect of the aforementioned address  
**as of SUNDAY** \_\_\_\_\_.

**JOINT TENANT  
SIGNATURE** \_\_\_\_\_

**WITNESS** \_\_\_\_\_  
**OCCUPATION** \_\_\_\_\_  
**ADDRESS** \_\_\_\_\_

**JOINT TENANT  
SIGNATURE** \_\_\_\_\_

**WITNESS** \_\_\_\_\_  
**OCCUPATION** \_\_\_\_\_  
**ADDRESS** \_\_\_\_\_

**FORWARDING ADDRESS** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**TELEPHONE NUMBER** \_\_\_\_\_

**DATE** \_\_\_\_\_

<b>C/TAX:</b> <b>HB / PRIORITY:</b> <b>START DATE:</b> <b>TERM. REASON:</b>
--------------------------------------------------------------------------------------

<b>UPRN:</b> <b>SIZE / TYPE:</b> <b>RENT:</b> <b>PATCH:</b>
----------------------------------------------------------------------

## Glossary

CiH	Chartered Institute of Housing
TPAS	Tenant Participation Advisory Service (Scotland)
RCH	River Clyde Homes
ARC	Annual Return on the Charter
CEO	Chief Executive Officer
PM	Performance Manager
EMT	Executive Management Team
UPRN	Unique Property Reference Number
CAD	Computer-Aided Design
QA	Quality Assurance
CBL	Choice Based Lettings