



# Our Empty Homes Standard

**LiveWest**  
A home for everyone





# Introduction

At LiveWest we ensure that every home we provide meets our Empty Homes Standard before you move in.

Our Empty Homes Standard sets out the work we complete on a property before handing over the keys to a new customer. This includes essential repairs, safety checks, and cleaning, ensuring your new home is safe, secure, and ready for you to settle in to.

This document explains what you can expect from your home and the standards we follow to prepare it for you.

# About this standard

## We aim for:

- your home to be safe, comfortable, and ready to move into,
- well prepared homes so you can move in without delay,
- all homes to meet health and safety requirements and comply with legal standards,
- good value for money while ensuring quality work.



### **Customer satisfaction goal:**

We aim for  
**upper quartile**

customer satisfaction with the condition  
of homes when new customers move in.

# Our approach to empty homes



## Before you move in:

- We inspect the property as soon as the previous customer leaves.
- Any necessary repairs or safety checks will be completed.
- For larger repairs, we may take additional time to ensure everything is done to a high standard.



## Energy efficiency and sustainability:

- We're working towards carbon net zero by 2050.
- Homes will meet an energy efficiency rating of EPC C by 2028.
- While preparing homes, we check for opportunities to improve energy efficiency or address issues like damp and mould.







## Quality Assurance:

- Once repairs are complete, our team carries out a final inspection.
- Photos or videos of the completed home are taken for records.
- A member of our Property Delivery Team will leave their contact details at the property in case you have any issues after moving in.



## Follow-Up Support:

- We'll check in with you after six weeks to ensure you're settling in and address any concerns.

You can contact us  
anytime throughout  
the process on  
**0300 123 8080**  
or  
**enquiries@  
livewest.co.uk**



# What we do to prepare your home

## Asbestos Safety

- We always follow strict safety guidelines before starting any work involving asbestos.
- Only trained specialists handle asbestos, and all work is planned and supervised.
- If there's any doubt about asbestos, work won't proceed until it's safe to do so.

## Walls and Ceilings

- Walls and ceilings will be left in good condition, ready for decoration.
- Damaged wallpaper will be removed, and cracks or damp issues will be repaired.
- Curtain rails and other fittings will be left in place if they're safe and in good condition.
- Polystyrene ceiling tiles or coving will be removed for safety.

## Floors

- Vinyl or laminate flooring will be repaired or replaced if damaged.
- Any tiles or floorboards will be repaired or replaced if damaged.
- We ensure floors are safe, stable, and ready for use.

## Kitchens

- Kitchen floors will have a waterproof, non-slip finish.
- Broken or loose tiles will be repaired or replaced.
- Any potential hazards will be addressed to ensure safety.

## Locks and Keys

- All external locks will be replaced, and you'll receive two full sets of keys for your home.
- Internal locks, like meter cupboards, will also be provided with a key.
- A key safe may be installed for easy access if needed.

## Doors

- Doors will be secure, in good working order, and comply with British Standards.
- Fire doors will meet all safety regulations.
- Hinges and locks will be checked and adjusted if necessary.

## Windows

- Windows will be checked to ensure they open, close, and lock securely.
- Any broken glass will be replaced, and you'll receive keys for window locks if required.

## Roofs

- Roofs will be inspected to ensure they're in good condition and weatherproof.

## Cleaning and Rubbish Removal

- Your home will be thoroughly cleaned, including all surfaces, floors, and fixtures.
- Any rubbish, including items left in lofts, garages, or gardens, will be removed.
- Air fresheners will be placed to leave your home fresh and welcoming.

## Items Left in the Home

- If previous customers leave items, they'll only remain if they're in good condition and agreed upon.
- Any carpets in good condition will be cleaned and left for you.

## Pest Control

- If pests are found, treatment will be carried out before further inspections or repairs.

## Electrical Safety

- A full electrical safety check will be completed if the last inspection was more than 12 months ago. For newer certificates, a visual inspection will be carried out.
- Consumer units will be clearly labelled with the test and retest dates.

- Unsafe wiring and non-standard fittings will be removed or fixed.
- All sockets, light fittings, and switches will be clean, working, and compliant with safety standards.
- LED light bulbs will be fitted throughout the property.
- Heating system details, including make and model, will be left for you.
- Smoke, heat, and carbon monoxide detectors will be tested and replaced or upgraded if needed.
- Any hardwired doorbells or intercom systems will be fully operational.
- If appliances like washing machines are left behind, they will undergo a safety test and only be kept if they pass.

## Gas and Heating Systems

- All heating and hot water systems will be checked to ensure they are safe and working properly.
- Gas supplies will be capped during void work to prevent damage.
- Any old or unsafe gas appliances left behind will be removed.
- Details of the heating system, including controls, will be provided to you.
- Where possible, smart meters will be installed for new customers.

## Solid Fuel and Fireplaces

- Solid fuel appliances will be removed and upgraded with modern heating if necessary.
- Fireplaces may be blocked off and vented for safety.

## Water and Plumbing

- All water systems will be inspected, flushed, and tested to prevent issues like Legionella.
- Hot water cylinders and pipes in loft spaces will be insulated.
- Main water stop taps will be checked and made accessible.
- Plumbing will be tested to ensure no leaks or blockages.

## Kitchens

- Kitchens will be clean, safe, and functional, with units, worktops, and tiles in good condition.
- If repairs or replacements are needed, they will match the existing style as closely as possible.
- Plumbing for appliances like washing machines will be capped if not in use.
- Cookers and other appliances left by the previous customer will be removed unless approved for use.

## Bathrooms

- Bathrooms will be clean, with all fixtures and fittings in good working condition.
- Showers will be installed where possible, and existing showers will be tested and repaired if needed.
- Taps, plugs, chains, and toilet seats will be checked and replaced if necessary.
- Slip-resistant flooring will be provided and repaired as needed.

## Stairs and Handrails

- Stairs will be inspected to ensure they are safe and secure.
- Handrails and grab rails will be checked, secured, and left in place where appropriate.

## Loft Space

- Loft hatches will be secure and functional.
- Insulation will meet current standards, and any water tanks will be cleaned and properly fitted.

## Decoration

- Walls, ceilings, and woodwork will be clean and ready for decoration.
- Damaged wallpaper will be repaired or removed.
- Painting packs or vouchers may be provided for touch-ups if needed.



## Damp and Mould

- Any previous issues with damp or mould will be reviewed and treated in line with our policy.
- Preventative measures, such as ventilation systems, will be considered where necessary.

## Aids and Adaptations

- Adapted properties will be assessed to ensure they meet the needs of new customers.
- Existing adaptations will remain unless they are unsuitable or in poor condition.
- Further adaptations can be arranged based on Occupational Therapist recommendations.
- **Showers and Baths:** If a bath has been replaced by a shower, the bath will not be reinstated. The new customer will need to accept the property as it is.
- **Matching Needs:** Whenever possible, we will match homes to customers whose needs align with any adaptations already made (e.g., stairlifts). If the adaptation is no longer needed, it may be removed.
- **For More Information:** Refer to our Aids and Adaptations Policy for details.

## Outside the Property

- Fences, Gates, and Pathways: These will be in good condition

and safe. Any necessary repairs or replacements will be made.

- **Rainwater Goods:** Gutters and downpipes will be checked and fixed if needed.

## Gardens

- **General:** Gardens will be cleared of rubbish and overgrown foliage. Gardens will be free from hazards. Landscaping is not included.
- **Ponds:** Ponds will be filled in unless environmental regulations prevent it.
- **Hardstanding Areas:** Damaged patios or hard surfaces will be removed and replaced with levelled soil.

## Garages

- Garages will be emptied of rubbish and made secure. A key will be provided where applicable.

## Customer Improvements

- Any changes made by previous customers (e.g., electrical fittings or structural changes) will be inspected for safety. If they do not meet standards, they will be removed, and the outgoing customer may be charged for repairs.
- Fixtures or fittings left behind may be offered to new customers but will be their responsibility to maintain or replace.

## Gifting Process

- Items such as carpets or appliances left behind by the previous customer may be gifted to the new customer. If accepted, the new customer will take full responsibility for them.

## Weight-Bearing Equipment

- Adaptations such as grab rails or shower seats will remain in the property and meet the following weight capacities:
  - Wall-fixed shower seats: 25 stone
  - Internal grab rails: 15.5 stone
  - External grab rails: 25 stone
  - Drop-down rails: 30 stone

## Contact us:

 0300 123 8080

 [enquiries@livewest.co.uk](mailto:enquiries@livewest.co.uk)

 LiveWest customer portal



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Or Instagram [@WeAreLiveWest](#)

