

The North Star Standard

The North Star Standard has been agreed with our North Star LINK tenant panel and is used to ensure that our properties are properly maintained with kitchens, bathrooms, doors, heating, electrical wiring, windows and other key components being replaced using agreed criteria. Our Standard is set at above the Government’s Decent Homes Standard.

We have a rolling programme of stock condition surveys during which we gather information relating to the age and condition of components in our properties. Other factors such as Health and Safety, design and suitability of use are also considered.

Using the information gathered during our stock condition surveys, we have a planned maintenance programme during which we carry out work in accordance with the North Star Standard.

The collection of information and setting of programme are the responsibility of our Asset Management Team. If tenants wish to know the planned maintenance programme for their property they should contact the Asset Management Team. They will either advise of potential work in the property or, if required, will organise a stock condition survey to gather the necessary information.

It is therefore important that tenants allow access for stock condition surveys and also remember to contact the Asset Management Team before they carry out any decoration, carpeting or other work to ensure that any North Star planned works will not impact upon, or disrupt, any new work by the tenant.

The schedule below shows the extent of planned maintenance works. If work is planned at a property the tenant will receive further information in line with the actual scope of work.



**North Star Standard 2016**

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| Element | Nominal Lifecycle | Replacement Criteria | Specification |
| **Kitchen** | Kitchen replaced every 20 years | End of life cycle approximately 20 years  Uneconomical to repair  Does not provide adequate storage  Poor or unsafe design/layout | Removal of pantry/cupboard (if required, option offered to tenant)  Tenant’s choice kitchen doors, handles, worktop and kitchen designed around tenants white goods.  Sufficient 600mm deep cupboard units plus one drawer pack to meet the needs of the household.  Stainless steel inset sink and lever taps.  (Supported Housing - Including TMV.)  Gas and electrical cooker points (where gas is available).  Tenant’s choice anti-slip vinyl sheet floor covering.  Tenant’s choice tiling, 3-tile high splash back over worktop and fully tiled behind cooker space.  Electrical extractor fan and fluorescent light.  Up to 4 sockets to suit new kitchen layout. Separate supply to boiler if required.  Wallpaper and other finishes removed. Plaster repairs if required. Decoration to walls with matt emulsion in choice of four colours.  Decoration to ceiling with matt emulsion in white.  New pipework boxing including accessible box under combination boiler (where required) |

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| Element | Nominal Lifecycle | Replacement Criteria | Specification |
| **Bathroom** | Bathroom Replaced every 30 years | End of life cycle 30 years  Uneconomical to repair  Poor or unsafe design/layout | Partition wall removed between bath and WC (if required option offered to tenant)  New bath, toilet, lever taps and WHB  (Supported Housing - Including TMV.)  Over bath electrical shower with shower curtain & rail.  Tenant’s choice full tiling to 2 walls around bath and splash-back to wash hand basin.  Electrical extractor fan, trickle with humidistat boost.  Light fitting – IP Rated.  Tenant’s choice anti-slip vinyl sheet floor covering.  Wallpaper and other finishes removed. Plaster repairs if required. Decoration to walls with matt emulsion in choice of four colours.  Decoration to ceiling with matt vinyl emulsion in white  Level Access Shower may be offered with Occupational Therapist’s written referral. |
| Element | Nominal Lifecycle | Replacement Criteria | Specification |
| **Windows & Doors** | Windows every 30 years  External doors, front and rear, every 30 years | 30 years old  Poor or unsecure design  Single glazing replaced at end of life cycle. | UPVC window frames with double glazed units  Tenant’s choice Secure-by-Design composite external doors. |
| **Heating Installation** | Boiler replaced every 15 years. \* Lifecycle currently under consideration.  Radiators and pipework replaced every 30 years. \* Lifecycle currently under consideration.  ASHP’s replaced every 20 years \* Lifecycle currently under consideration.  PV replaced every 30 years\* Lifecycle currently under consideration. | End of life cycle \*30 years for system  \*15 years gas boiler  Heating system must be controllable  Non gas areas consider renewable heating in place of solid fuel and oil boilers.  Gas fires removed where possible. Not replaced. | A new condensing boiler (Class A) – in on-gas areas. Renewable Technology considered for off-gas  Wall-mounted programmable room thermostats  New radiators with thermostatic radiator valves with trunking to all pipework.  Powerflush, Fernox & Magna-clean where required. Water softener in hard water area.  Selection of wood effect or marble effect surrounds following removal of gas fire. Electric feature fire with adjacent electricity supply (one surround per property)  Topping up of loft insulation (where required) |
| Element | Nominal Lifecycle | Replacement Criteria | Specification |
| **Electrical Installation**  **(Partial or Full)** | Replaced every 30 years \* Lifecycle currently under consideration.  Consumer unit every 30 years \* Lifecycle currently under consideration. | Replaced as required from information provided in 5 year Periodic Inspection.  Failing circuit and component testing – then partial re-wire assessment.  Upgraded when new kitchens or bathrooms are fitted. | Full rewire will mean the removal of all the old electrical cable. Partial will retain the cable  New consumer unit to current standards.  Double Pole isolator if required  Lounge up to 4 double sockets  Kitchen up to 4 double sockets  Dining room up to 2 double sockets  Bedrooms (all) up to 2 double socket  Hall and stairs 2 double sockets  Heat/Smoke Detectors hard wired with battery backup (as required). Interconnected.  CO detectors battery (where required)  External door light front & rear if specified  Extractor fans in bathroom and kitchen |
| **Roof** | Based on stock condition survey | Based on stock condition survey or high maintenance costs. | To match existing or modern equivalent.  Flat roof – Modern roof covering with minimum 30 year life (felt replacement) |
| **Chimney** | Based on stock condition survey | Based on stock condition survey | Patch repair  Rebuild (only where necessary)  Demolish if possible & not required |
| **Roof line and rain water goods** | Based on stock condition survey | Based on stock condition survey.  Poor condition (asbestos) / water ingress. | PVC – FSG – cap and cover (conservation areas flagged)  PVC – RWG, Eaves guard fitted |
| Element | Nominal Lifecycle | Replacement Criteria | Specification |
| **Structural** | Based on stock condition survey | Based on condition survey | Dependent on structural requirements. |
| **Outbuildings** | Based on stock condition survey | Based on stock condition survey | Economic repair assessment  Repair/demolish  Demolish – inspect slab, leave a hard standing if required. |
| **Environmental Works** | Based on stock condition survey | Based on stock condition survey.  All boundaries and access are safe and sound including fencing and pathways to front and rear doors | Responsive repairs  Re-let standard  Small programmes of fencing replacement |
| **Garage blocks** | Related assets | Sustainability assessment - implementation | Green - Roofing, refurbishment, re-letting  Red – demolish |
| **Cyclical painting** | Cyclical budgets | 5 year external painting cycle | Clean gutters & wash down UPVC – repaint according to specification |
| **Electrical testing** | Cyclical budgets | 5 year testing cycle | Repair or investment programme for re-wire/partial re-wire |
| **Asbestos** | To HSE requirements | Encapsulated if in good condition | Remove where susceptible to disturbance or damage. |