

Routine Visit Checklist

Rent Smart Wales considers it is best practice to conduct routine visits;

- with the tenant present, and also
- to record all correspondence with the tenant and the landlord both before and after the visit.

Rent Smart Wales requires that:

The licensee must ensure that robust management arrangements are in place throughout the period of the licence and in particular ensure that suitably qualified contractors competent in their area of expertise are available to deal with emergencies if / when they arise at the property(s).

Emergencies include but are not limited to gas / electric, locksmith and general building issues.

The licensee must ensure that the rental property(s) for which they have management responsibilities are visited at appropriate intervals determined by the licensee, taking into account property condition and tenant risks, while protecting the tenant's right to quiet enjoyment, but in any event the minimum routine visit intervals must be:

- **Annually** for single dwelling tenancies, and shared houses on a single tenancy, with the first routine visit taking place within the first 2-6 months of the tenancy.
- **Every 6 months** for a House in Multiple Occupation (HMO), and shared houses on separate tenancies, with the first routine visit taking place within the first 2-6 months of the tenancy.

In addition, the licensee must respond to all matters that arise in between routine visits appropriately and in accordance with the licensee's reporting maintenance procedure and where applicable, the licensee's complaints procedures.

Property visits must be documented, signed and dated by the licensee or appropriately trained user connected to the licence. The licensee must retain the documentation for a minimum period of **two years** and provide the information to Rent Smart Wales when requested.

Routine Visits are the ideal opportunity to check that the property is free from hazards in accordance with the housing health and safety rating system (HHSRS) and that it continues to be fit for human habitation.

During the visit, you should check that the provision in the property is maintained and identify any maintenance issue which is a hazard or, if left, may become a hazard.

This is in addition to any reported repair or maintenance issues the tenant may already have raised previously.

The routine visit is also an opportunity to check that the tenancy terms and conditions are being adhered to by the landlord/agent and tenant.

Rent Smart Wales deems that the routine visit is a check of all areas of a property.

Licensees must ensure that before/ during and after a tenancy they are complying with all relevant legislation and guidance, including but not limited to The Code of Practice for Licensed Landlords and Agents published by Welsh Government.

Other relevant legislation includes:

- Housing Act 2004
- Landlord and Tenant Act 1985
- Gas Safety (Installation and Use) Regulations 1998
- Housing Health and Rating System (HHSRS)

If you do not have your own checklist to use, this checklist will guide you through the checks you should complete during your routine visit but please ensure that you adapt it to suit the property being checked.

Routine Visit Checklist

General Details

Address of Property:	Date:
Name of Licensee/Representative completing the visit:	No. of Occupiers:
<input type="checkbox"/> Tenant present? If yes, name of tenant:	<input type="checkbox"/> Pet(s) if yes, provide details

Access

<input type="checkbox"/> 24 hours notice provided? If no, give reason:	<input type="checkbox"/> Method of notice:
	<input type="checkbox"/> Confirmation received, if no, provide details:

Property Areas Checked

<input type="checkbox"/> Hall	<input type="checkbox"/> Lounge	<input type="checkbox"/> Dining	<input type="checkbox"/> Utility
<input type="checkbox"/> Kitchen / Diner	<input type="checkbox"/> WC	<input type="checkbox"/> Bathroom (x)	<input type="checkbox"/> Bedroom (x ...)

Other:

Certificates and Risk Assessments

Gas Safety Record date:	Electrical Installation inspection date:
Last fire risk assessment date:	Last Asbestos risk assessment date:
Legionnaires risk assessment date:	Other:

Comments (any previous concerns, repairs or maintenance to check)

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EXTERNAL – Paths, Yards and Gardens, etc.			
Item	Standard required	Checked / Satisfactory / N/A	Comments, if appropriate
Garden fences, hedges and walls	Secure, intact and maintained		
Paths and drives	Maintained and even		
Manhole covers	Secure, not cracked or damaged		
Drains	No obvious blockages or recent overflows		
Pests and infestations	No evidence of any pests or infestations		
Rubbish or hazardous waste	Rubbish and hazardous waste being disposed of properly		
Garage or carport	Free from combustible materials and fire risks		
Tenant Comments / Action required			

BUILDING (Exterior)			
Item	Standard required	Checked / Satisfactory / N/A	Comments, if appropriate
Overall appearance	As inventory		
Condition of pointing, render and paintwork	Free from cracks and no evidence of damp		
Soffits and fascia	Secure, clean, intact (rot free), no disrepair		
Roof	Tiles and lead flashing secure, intact		
Walls	Good condition, free from cracks, no loose pointing, structurally sound		
Gutters and downpipes	Secure, clear, intact, working correctly		
Chimney stack	Secure stack and pots, good order, no loose pointing, swept		
Windows	Secure, openable, no disrepair, clean,		
Porch or front door canopy	Good condition, secure, no leaks		
External lighting	Good working order, no disrepair		
Outbuildings and external structures	Safe and in good order		
Tenant Comments / Action required			

DOOR AND WINDOWS (External and Internal)			
Item	Standard required	Checked / Satisfactory / N/A	Comments, if appropriate
External doors	Secure, openable, good working order		
Fire doors	Good working order, closing properly, handles working, intumescent strips in place, door closures operational		
Burglar alarm	Functioning correctly		
Windows	Good working order		
Window trickle vents	Good working order		
Window locks	Keys available		
Window blind cords	Secured safely		
Tenant Comments / Action required			

BUILDING (Safety internal)			
Item	Standard required	Checked/ Satisfactory / N/A	Comments, if appropriate
Smoke alarms	Working and without obstruction, tested		
Carbon monoxide detectors	Working and without obstruction, tested		
Heat alarm	Working and without obstruction, tested		
Fire blankets	Secured to the wall, intact		
Fire alarm system	Visual check for any concerns		
Means of escape exit route	Free from obstruction and all fire doors to be in		
Fire Doors	Good working order, closing properly, handles working, intumescent strips in place, door closures operational		
Tenant Comments / Action required			

BUILDING (Internal)			
Item	Standard required	Checked / Satisfactory / N/A	Comments, if appropriate
Radiators	Secure, in good working order, no leaks		
Heating thermostats	Good working order		
Condition of decorative order throughout	As inventory, no disrepair		
Ceilings, walls and floors	No disrepair, no evidence of damp, no cracks, scuffs and marks		
Flooring and carpets	Good condition, secured safely and level		
Windows	Good working order including handles and trickle vents, clean		
Internal Woodwork	As inventory, no disrepair		
Handrail and spindles on stairs	Secure and safe		
Damp and mould	Free from damp		
Condensation	Free from condensation, if present, provide leaflet		
Drying facilities	Working ventilation		
Furniture & Furnishings (Landlord Supplied)	Match and cigarette safe label attached		
Blocked up fireplaces	No obstruction to vents		
Property cleaning	Reasonable domestic standard		
Pests and infestations	No evidence of pests or infestations e.g: droppings, gnaw mark, holes.		
Tenant Comments / Action required			

KITCHEN			
Item	Standard required	Checked / Satisfactory / N/A	Comments, if appropriate
Kitchen Cupboards/ Storage facilities	Secure, good working order, no disrepair		
Landlord supplied appliances	Good working order, user manual available, PAT tested		
Extractor fan	Good working order and free from obstruction, e.g: grease		
Oven	Good working order and clean		
Waste disposal facilities	Adequate, clean and free from disrepair		
Tenant Comments / Action required			

BATHROOMS AND EN-SUITES			
Item	Standard required	Checked / Satisfactory / N/A	Comments, if appropriate
Bathroom facilities	Good, safe working condition		
Wash hand basin and taps	Secure, good working order, free from disrepair		
WC	Secure, good working order, free from disrepair		
Bath	Secure, good working order, free from disrepair		
Shower	Secure, good working order, free from disrepair		
Extractor fan	Good working, free from disrepair, dust		
Tenant Comments / Action required			

ELECTRICAL SAFETY			
Item	Standard required	Checked / Satisfactory / N/A	Comments, if appropriate
Wiring	Visual check, no damage / disrepair, no loose or exposed wiring		
Plug sockets	Visual check, good working order, no damage / disrepair, no loose / exposed wiring. No evidence of cracks, burn marks, damage. No socket overload.		
Extension leads	Not overloaded / no daisy chaining		
Lighting switches	Good working order. No evidence of disrepair/damage		
Pendant and light fittings	Good working order. No evidence of disrepair / damage or cracks		
Tenant Comments / Action required			

Evidence of any of the following	
<input type="checkbox"/> Smoking	<input type="checkbox"/> Excessive number of visitors
<input type="checkbox"/> Subletting or unauthorised occupation, excessive belongings or mail addressed to anyone other than current or previous tenants	<input type="checkbox"/> Unauthorised pets, animal hair, paraphernalia and smells
<input type="checkbox"/> Evidence of illegal substance use	<input type="checkbox"/> Unauthorised decoration
<input type="checkbox"/> Anti-social behaviour	<input type="checkbox"/> Removal of Landlord's goods
<input type="checkbox"/> Poor cleanliness	

Summary of concerns raised from this Routine Visit (to be completed at end of visit)	
Signed	
Tenant:	Date:
Licensee/Licensee Representative:	Date: