

Lettable Standard



Before you move into your new home, we will ensure the property is safe, clean and in a good state of repair.

We want our properties to be of a standard where you are assured as a new tenant that your home is:

- Safe
- Secure
- Clean
- Energy efficient
- In good condition

Lettable Standard

The Lettable Standard is the minimum standard that the property will have achieved in terms of its overall state of repair, condition and cleanliness and can be expected by anyone moving into one of our properties. All our properties will comply with the standards outlined in the Homes (Fitness for Human Habitation) Act 2018.

All our homes already meet the **Decent Homes Standard**, a separate standard established by the government to 'ensure that all social housing meets set standards of decency'.

We also comply with all current regulations in relation to the HHSRS (Housing Health and Safety Rating System).

If the legislation around these measures is subject to change, we will update the Lettable Standard to ensure it reflects any such changes.

As part of our investment programme, we will carry out any major improvements and scheduled upgrades to your kitchen, bathroom, heating and electrical systems, when they are required, in line the decent homes standard.

We will notify you in writing when an improvement programme is due on the property you rent from us.

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Cleaning

- Upon completion of void repair works, properties will be presented in a clean, sanitised, secure and safe condition
- All internal areas will be free from any unpleasant odours, nicotine, mould, damp, dirt, grease, graffiti, rubbish and debris
- All bare floors will be brushed, and all debris will be removed

Decoration

- Properties are offered with the existing decoration, i.e., all walls, ceilings, and woodwork will be left with existing decorations from the previous tenant
- Wallpaper and wall coverings which our technical officers do not consider to be suitable, for example, having graffiti painted on it or other inappropriate material, shall be removed. These areas will be made 'ready for decoration'
- We will only decorate rooms or whole properties when due to the condition of the existing finishes it would be unreasonable for a non-professional to decorate

- Your Housing Advisor can use their discretion to issue decorating vouchers to help you buy new paint/wallpaper and other decorating equipment

Internal Rooms / Areas

- All woodwork will be fixed and fitted securely to a good standard. This includes all skirting boards, architraves, window boards, and door frames.
- Internal doors will be fitted to a good standard and function correctly with no difficulty in opening/closing
- Wood/chipboard flooring will be fixed securely with no significant gaps between joints
- Solid floors will be in good order with no significant cracks/holes or heaving
- Window frames will be fully sealed and with no signs of dirt/mould. Where fitted, trickle vents will be operational

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- Window handles and opening sashes will function correctly. At least two keys per property shall be supplied if the window handles have a lockable function. Opening sashes on the first floor and above shall be fitted with a 'sash restrictor' if the opening sash has the potential for someone to fall from it
- All glazing shall be in good condition with no significant clouding and no cracks. (Occasionally, it may be necessary to carry out glazing repairs or replacement work after you move into your home)
- All internal light fittings will be fitted with energy-efficient LED/ CFL bulbs
- We will undertake an electrical safety check, but in the event of there being no electric supply, this will be arranged to be carried out within 3 working days of you notifying us that your utility account has been set up
- You will be contacted when annual gas safety checks and checks on fixed wiring need to be arranged. You must allow our gas and electrical engineers reasonable access to your home to carry out testing
- You must not attempt to alter, repair or move any fixed electrical or gas fittings; any faults should be reported to us.
- Please note that any work you wish to have done must be done with our approval and by a fully qualified electrician or Gas Safe registered engineer.

Gas and Electricity

- We will carry out a new Tenant Gas Safety Check within 3 working days of you confirming your utility account has been set up, and you will be provided with a gas safety certificate. Up until this check is carried out, your gas meter will remain capped for your safety
- All rooms shall be fitted with appropriate standard electrical fittings (white plastic) light switches, single or double sockets, and pendant or batten light fittings

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- All electrical equipment (switches, sockets, light fittings, extraction fans, etc.) shall be securely fixed to walls/ceilings with no gaps between electrical equipment and wall/ceilings/surfaces

Heating

- All habitable rooms shall have adequate heating supplied via central heating radiators, including thermostatic radiator valves. Heating will typically be provided via a gas-fired boiler or an air source heat pump system
- Any existing gas/electric fires will be disconnected and removed from the property following the departure of the previous tenant, with the fireplace and chimney area blocked up/plastered and fitted with a ventilation cover
- Fully tested and working smoke detectors shall be in place on each floor of the property. These can usually be found on the ceilings of the ground-floor living room or hallway and the first and second-floor landings. A carbon monoxide detector will be situated near to a property's gas boiler as per the manufacturer's instructions and in all living accommodations where a

fixed combustion appliance is present (excluding gas hobs and cookers)

External Doors

- All external doors to properties shall be fitted with a BS3621 lock with three keys to each lock supplied
- If the property is within a building with a communal entrance at least two keys or key fobs will be provided for you to gain access through that entrance
- All doors shall be in good functioning order, all door furniture securely in place, door frames sealed with an appropriate silicone/mortar, and draught strips in good order and weather tight

Kitchen

- All kitchens shall have provision for a washing machine space (unless separate laundry facilities are provided), freestanding cooker space, and under-the-counter fridge space as a minimum. The standard space size for these appliances is 610mm wide, although some existing spaces can be narrower for a slimmer appliance

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- All work surfaces shall be in good order with no significant scratches/gouges or staining, edging strips shall be in place and surfaces sealed with an appropriate waterproof sealant
 - Kitchen units, shelving, door/drawer fronts, kick boards and end panels shall all be in good order with no significant scratches/gouges/staining or with any edging strips missing
 - A single bowl and drainer sink, hot and cold taps and plug shall be in place with plumbing connections for a washing machine and appropriate waste plumbing for the escape of water from the sink and washing machine
 - Tiling above work surfaces shall be in good order and all grouting shall be in place. Silicone mastic should be in good condition and form a good, clean fit with other surfaces
 - Any vinyl floor covering left in the property will have no rips or damage
 - All electrical equipment (sockets, switches, light fittings, etc.) shall be fixed securely
 - An electric cooker outlet will be provided for an electric cooker, the provision of a gas supply for a gas cooker will be dependant on whether the property has a gas supply to the cooker space
 - It is your responsibility to arrange the connection of their own appliances by a suitably qualified tradesperson
 - Extractor fans will be in working order (where present). These fans are designed to operate 24/7 depending on the levels of moisture in the atmosphere with no user intervention required
- ## Bathroom
- Extractor fans will be in working order (where present). These fans are designed to operate 24/7 depending on the levels of moisture in the atmosphere with no user intervention required
 - All properties shall be fitted with a fully functioning toilet and wash hand basin which shall be free from any leaks and blockages and in good, clean working order, with no visible damage

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- Depending on the type of the property it shall be fitted with either a fully functioning bath, shower tray or level access wet room with hot and cold water supply. These should also be free from any leaks and blockages and in good, clean working order, with no visible damage
- All bath and wash hand basin taps shall be in good working order. A working plug shall be provided for both the bath and wash hand basin
- All waste plumbing for the escape of water shall be free from any leaks and function correctly
- If an electric shower is in place, it shall function correctly with a new shower head and hose supplied and fitted
- A sealed light fitting shall be in place to the bathroom ceiling
- All tiling/splashbacks shall be in good order with all grouting in place and both the bath and wash hand basin sealed with an appropriate waterproof silicone. As a minimum requirement, there shall be a suitable splashback

above the bath and above the wash hand basin. If a shower is in place, tiling or other splashback will be fitted to the shower area and a shower rail supplied and fitted

- Any glazing to the bathroom window(s) shall be obscured for privacy
- The door to the bathroom shall be fitted with a vanity lock

Roof Space

- The roof space shall be free of any debris and shall have loft insulation fitted throughout
- Loft spaces should not be used for storage

External Areas

- All verges should be intact with plastic capping or with mortar. All fascia boards and soffits shall be intact and in good order
- All pointing, render and flashings shall be in good order with no significant holes or gaps to protect the property from weather damage

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- Guttering shall be fixed securely and be clear of any obvious foliage and obstructions
 - All downspouts should be free of blockages, intact and fixed securely with brackets
 - All drainage gullies shall be free of any blockages, foliage or debris and have a correctly fitted grate in place
 - Concrete or paved driveways, pathways and patio areas shall all be in good order, and free from any trip hazards
 - All grassed areas shall be as even as practicable to prevent any trip hazards. All grass shall be cut back to a manageable length for you to maintain
 - All brambles, bushes and overgrown hedgerows shall be cut back to a manageable condition in preparation for you to maintain
 - Most perimeter boundaries shall be marked by either a tree line, hedgerows, chain link fencing, timber fencing with concrete or timber posts and in some instances concrete base panels. All these examples should be in a good safe order. There are some properties which do not require fencing to mark boundaries as they have open communal garden areas/open plan gardens
 - All garden areas shall be clear of rubbish and debris ready for you to maintain
 - Any existing gates should be in good functioning order with all fittings working correctly
 - Ponds installed by the previous tenant will be filled in and left levelled off, where appropriate
- ## Garages / Outbuildings
- All garages and outbuildings shall have watertight roofs and be in good structural order
 - Any guttering/downspouts shall be clear of any obvious foliage and obstructions
 - Any electrical equipment within the building shall be in good safe working order
 - Garages/Outbuildings will be swept clean and clear of any debris and rubbish inside

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- Outbuildings shall have a lockable door in good functioning order
- Garages shall have a good functioning lockable door with a minimum of two keys provided

Legionella Check

- The water system will be flushed through for a period of 10 minutes upon completion of all void works by the technical officer whilst carrying out the post inspection of the property

Documentation

You should be expected to be provided with the following certifications and instructions when you move into your new home

- Gas Safety Certificate
- Electrical Safety Certificate
- Energy Performance Certificate
- Asbestos Survey (homes built before 2000 only)
- Fire Safety Plan (homes in shared communal internal area)
- Fire Door Safety information (homes in a shared communal area)

