



A tenant guide to our **Lettability Standard**



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you can expect when
you move into your
new home.

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All homes are let to our "lettable standard", this is the standard you can expect when you move into your new home. This Lettable Standard was developed following consultation with tenants.

We will make sure your new home is **clean, safe, secure and in reasonable condition of repair**. We will also let you know if there are any planned repairs or improvements to your new home.

Standards you can expect in your new home

We will clean the property before you move in and the property will be in a presentable condition.

This means we will:

- Clean kitchen units and worktops.
- Wash down all paintwork.
- Clean windows (internally).
- Clean and disinfect sinks, toilets, baths and wash hand basins.
- Sweep and clean all floors.
- Clear rubbish from the property including gardens, outbuildings and communal areas.
- Sheds or outbuildings that are unsafe will be removed.



Your home will be safe

This means we will:

- Complete the required gas and electrical safety checks and give you a copy of the EPC certificate.
- Repair or replace missing or unsafe flooring and floor treads on stairs.
- Repair or replace missing, or damaged, handrails.
- Remove polystyrene ceiling tiles from kitchens, halls, stairs and landing ceilings.
- Replace missing or damaged glazing.
- Inspect for possible **asbestos** and, if found, take action to remove it or make it safe and notify you of its location.
- Not provide carpets in your new home, as this is your responsibility. However if the previous tenant has left carpets that are in reasonable condition, they will be left and "gifted to you", if you do not want the



carpets then you will need to notify us when you view the property. If you decide after signing for the tenancy that you no longer want the carpets, you will need to arrange to have these removed yourself at your expense.

- Remove alterations or fixtures and fittings, made by previous tenants that do not meet our standards.
- If there is a garden pond, we will remove it. Occasionally, due to environmental issues, eg protected or endangered species, we may be required to leave a pond in place. We will let you know this when you view the property.

Your home will be secure



This means we will:

- Change door locks on all properties wherever possible. A minimum of two keys will be supplied for all locks, including lockable windows.
- If you live in a property which has a door entry system you will be supplied with 1-2 door entry fobs. If you lose a fob or require another, this can be purchased.
- Install a battery or a hard-wired (electric) smoke alarm.
- Replace missing fencing, which forms a boundary between open land such as railway lines, canals or steep drops. Fencing or gates between properties which are found to be unsafe will be removed. We will only repair/replace fencing that is our responsibility. As an example, if in a house, we will ensure the front boundary fence between pavement/house is complete.

Your home will be in reasonable repair



This means we will:

- Complete major structural works before you move in.
- Ensure that doors and windows will open and close correctly.
- Ensure that kitchen and bathroom fittings are usable and fit for purpose. We do not replace kitchens and bathrooms as standard on empty homes as they will be replaced on planned programmes of improvements.
- Maintain washable floor coverings in kitchens and bathrooms (where previously provided).
- Ensure that there is either a gas or electrical cooker supply.
- Supply plumbing connections for washing machines where possible.
- Ensure taps and plumbing is working and free from visible leaks and blockages.
- Ensure gullies and grids are clean and free from obstruction.
- Explain how to operate the heating system during your gas test and commission.

- Ensure visible plaster work is in a satisfactory condition. (If you find damaged plaster when you redecorate, [contact us](#) for advice.)
- Ensure that the property is wind and weather tight.
- Ensure that gardens are left in a manageable condition. (This may be done after the start of your tenancy, depending on the condition.) But ongoing maintenance of the garden will be your responsibility.

Moving in

Once you have signed for your property we expect you to move into your new home straight away. Your Neighbourhood Housing Officer will make an appointment to visit you to make sure you have settled in. You must tell us immediately if you are not able to move in for any reason. If you fail to move in, any housing benefit/universal credit entitlement will be delayed and you could fall into [arrears](#) with your [rent](#).

Gas Service test

When we hand the property to you, we will ensure that any gas appliances are serviced and tested. A certificate will be handed to you (for gas appliances).

Electrical test

Your new home will have its electrical system fully tested. Any repairs or upgrades required, will be carried out before you move in. A certificate will not be handed to you.

Decorating

We want you to make your home your own, so you may decorate. Internal decoration is your responsibility however in exceptional circumstances we may provide you with a Decoration Allowance/voucher and this will be provided at the signing of your tenancy agreement.

Easing Doors

If any of your doors need easing after you've had carpets fitted, you will need to arrange this yourself and at your own cost.

Home contents insurance

We do not insure your belongings and you are strongly advised to arrange your own home contents insurance.