



# Lettings Standard

Directorate of the Environment



7050/20



## **LETTINGS STANDARD**

Before we re-let any property we will inspect the property to identify any essential repairs. We will apply the following lettings standard whenever possible to each property.

### **1. EXTERNAL DOORS**

We will check that all external doors (including patio/french doors) open and close correctly and that all fittings are intact and fully operational.

We will always change the front and back door locks (including patio/french doors) unless there is a suited lock at the property where special instructions will apply.

### **2. CEILINGS & WALLS**

We will check and carry out any necessary repairs; however, please note, minor damage and cracks are tenants responsibility.

### **3. WINDOWS**

Where possible we will check that there is no broken glass, all windows open and close properly, and that keys are provided for any key operated window locks.

### **4. FLOORS/STAIRS**

We will check all floorboards, floor tiles and stairs, and repair or replace where necessary.

### **5. INTERNAL DOORS**

We will check that all internal doors are not damaged, that they open and close correctly and that their fittings are fully operational.

## 6. KITCHEN

We will ensure that the kitchen is fully fitted, functional and in good working order wherever practical.

We will check all tiling for defects/damage, pipe-work for leaks and that all taps are operational.

We will aim to provide the following minimum provision subject to adequate space:

1. Sink-top plus double unit
2. x 2 double units (wall or base units)
3. Tiled splash-back and work-surface to base units

We will provide washing machine taps.

### • Fuel Source – Cooking

In cases where both a gas and electric cooking source already exist, both will be tested and maintained by the Council.

Where only one fuel source for cooking exists, a second source will be fitted where practical. The exception to this will be when little or no work is required to the kitchen and the existing fuel source is suitable for the incoming tenant.

### • Power Points

We will visually check for any damage and arrange renewal where necessary.

We will aim to provide x 3 double sockets above work surfaces in the kitchen as a minimum provision where practical.

## 7. BATHROOM/WC

We will check:

- all pipe-work for leaks including overflows and ensure that all taps are operational.
- that all baths, shower trays and wash-hand basins are in good working order, undamaged, have plugs (not showers) and that seals and wall tiles are in tact.
- w/c's flush and that there are no leaks from cisterns or pans.

## 8. SERVICES

### • Gas/Electric/Solid Fuel

We will undertake gas, solid fuel and electrical safety checks.

As a tenant you will be responsible for taking meter readings when you move in and contacting the appropriate gas/electric suppliers directly to register as customers with them.

Meters are the responsibility of the suppliers. If you want to change the meter or have it moved you would need to arrange this directly with the suppliers.

N.B. Please note the fuel charges may be higher if you have a token meter and arranging to pay by direct debit may cost you less.

### • Smoke Alarms

We will check that all electrical wired smoke alarms are in good working order.

### • Community Alarms

Where fitted, we will visually check and test all pull cords and speech modules and repair/replace where necessary.

### • Water

All vacant properties will be drained down between the winter months of October and March. When the property is re-let arrangements will be made with the ingoing tenant to fill-up the system.

## 9. PROPERTY CLEARANCE & CLEANING

We will clear the property, outbuildings and roof space of all personal effects and furniture, including all floor coverings, and a standard clean will be carried out.

## 10. DECORATION

The internal decoration of a property is a tenants' responsibility. However, a decoration allowance will be awarded on a per room basis, if deemed necessary by the Housing Office.

## **11. EXTERNAL**

We will carry out a visual check of the roof, rainwater goods and the external elevations of the property. Any repairs will be carried out as necessary.

We will check that gullies are clear of debris and that all gullies and inspection chambers have covers.

We will check the condition of all garden fencing/walls, paths, driveways, hardstandings, steps, patios, gates and handrails and repair/replace as appropriate.

Sky dishes and aerials will remain in situ but we will not test or guarantee they are in working order or take responsibility for their future maintenance or replacement.

## **12. GARDEN**

We will clear the garden of rubbish, any hazards and unauthorised or damaged structures and cut back as required.

A rotary washing line or line-posts will be provided which will become tenants responsibility after re-let.

If you have any queries regarding your new home, please contact your local Area or Neighbourhood Housing Office, details of which are available in your Tenants Handbook.