



# Lettings standard

This standard applies to general needs and care and support properties.

## Bathroom and toilet

- All fittings will be clean and in good working order
- The floor will be slip resistant
- There will be at least three rows of watertight, splashback tiles around the bath. There will be no broken, loose or mismatched tiles.
- The basin and bath will have secure plugs and chains
- If there is an electric shower or a shower attachment fitted to the bath tap, tiling around the shower will reach the ceiling and a shower curtain will have been fitted.
- The doors will have a lock
- A new toilet seat will have been fitted and where necessary an industrial clean carried out on the toilet.
- Any units left by the previous tenant will be in a good state of repair
- The vents will be in working order and there will be a cleared, working extractor fan
- The bath, basin and bath panel will not be damaged
- Pest proofing works should be completed prior to the installation of any new bathroom suit.

If you require adaptations, we will consider install these alongside the occupational therapist assessment once you have moved in.

## Kitchen

- Fittings will be clean and in good working condition
- All worktops will match and be in a good state of repair
- Drawers and kitchen units will match and be in a good state of repair
- Tiles will match and be secure
- Taps will be clean and in good working order
- There will be at least three double sockets
- The sink will have a secure plug and chains
- There will be a standard space for a cookers (50cm) as well as a standard space for a fridge (60cm)
- A safety chain will be installed for all free-standing cookers
- Pest proofing works should be completed prior to the installation of any new kitchen
- There will be plumbing for a washing machine if there is a space for one
- The vents will be in working order and there will be a cleared, working extractor fan.

The number of kitchen units according to the property size will be:

1 bed	For additional bedrooms, an extra:
1x1000mm wall unit	1x500mm floor unit
1x1000mm sink unit	1x500mm wall unit
1x1000mm floor unit	

## Floors

- Kitchen, bathroom and toilet flooring will be slip resistant, easy to wipe clean vinyl flooring, unless alternative appropriate flooring is already in place.
- Timber boards will be in sound condition (i.e. not loose, broken, splintered, rotting or affected by damp) and ready to accept floor covering
- Where carpets have been removed, there will be no carpet gripper rods.

Any other type of flooring found in the property is considered gifted. They will be in good and safe condition:

- Carpets will have been steam cleaned and free of stains.
- Intact ceramic tiles will be secure to the floor and will have been re-grouted, if necessary
- While some floorboards may have slight movement or minor cracks, they will be free from major faults and safe. Any woodworm (or other infestation) will have been treated.
- Timber boards will be in sound condition (i.e. not loose, broken, splintered, rotting or affected by damp) and ready to accept floor covering.
- Flooring left in poor condition will be removed and not replaced.

## Windows and glazing

Windows will:

- Be fitted with locks and, for properties above the ground floor, restrictors
- Keys will be provided for all window locks
- Basement and ground floor windows will have intact security catches or restrictors.
- Open and close with ease
- Be free of rot and frames will be water tight
- Free of cracks and heavy condensation
- Trickle vents will be easily adjustable.

## Doors

- Doors will open and close with ease
- The locks on the front door a Yale (or appropriate type) lock and a mortice deadlock with a thumb turn
- Rear entrance doors will have a lock
- The lock on the external door and post box if there is one will have been changed.
- Doors and frames will meet appropriate fire safety standards as required by regulations.
- Handles and latches will be in working order
- Front doors and post boxes will be numbered
- No locks on internal bedroom doors.

## **Internal woodwork**

- Internal woodwork will be intact and look presentable
- Stairs will be sound and fitted with handrails.

## **Decoration**

- There will be no major cracks, loose plaster or damage to the walls
- There will be no ceiling tiles in the kitchen
- There will be no polystyrene finish to walls or ceilings
- Paint touch up of walls may be carried out if required
- We offer a choice of either a paint-pack or vouchers to all new social housing residents
- If wallpaper has been left in place, it will be in a good condition.

## **Heating and electrics**

- A gas and electrical safety check will have been carried out and certificates provided
- A valid energy performance certificate with a minimum rating of E will be provided
- Kitchen will have a minimum of three double outlet sockets
- Living room will have a minimum of two double outlet sockets
- Any bedroom will have a minimum of two double outlet socket
- Smoke detectors will be tested and have working batteries inside
- A carbon monoxide alarm will be installed in all homes with a gas supply
- Any extractor fans will be clear
- Cooker extractor hoods left in the property will have been clean and tested
- Pull cords will be clean
- Meters will be in sound condition and securely covered if they are situated outside of the property
- All sockets will be secure to the wall
- Any white goods left in a care and support property will have been tested
- LED light bulbs will be put in all rooms, where possible.

## **Garden/External**

- Garden will be clear of rubbish
- Boundaries, fences and walls that are part of the demise will be continuous and meet health and safety requirements.
- Side access gates will be secure
- Grass will be cut to a reasonable length and shrubbery will be trimmed back
- Any trees will not pose a health and safety risk or be likely to cause structural damage
- Treatment will have been arranged for any knotweed found in the garden
- Any sheds left in good condition will be gifted
- Defective paths, patios or hard standings will be in a good state of repair and free from trip hazards.
- Pointing works to walls and brickwork will have been carried out.

## **Roof/Loft**

- Roof will be watertight, weatherproof and in a good, serviceable condition
- Roof tiles will have been checked for breakages, slips, flashing and pointing, ridge tiles, valleys and hips and any repaired if needed
- Gutters and downpipes will be clear and in good condition
- Lofts will be clear of rubbish
- Loft insulation will be 270mm thick.