



Minimum Lettings Standard

The standards set out below are the minimum standards that we will meet when letting rented properties. These standards have been agreed in consultation with residents.

All our properties will meet the Decent Homes Standard, a nationally recognised standard that all social housing properties must reach. Many properties will exceed these standards.

Gas Safety

We will carry out a gas safety check, and a gas safety certificate which will be left at the property (known as a Landlords CP12 certificate). We will also make sure that the current gas service is up to date. Gas fires, fireplaces and hearths will be replaced with radiators or night storage heaters unless a gas fire or coal fire forms part of integrated heating system. Any future gas installation by the tenant, including cooker connections, must be carried out by a Gas Safe certified installer.

Electrical Works

We will carry out an electric safety inspection (the National Inspection Council for Electrical Installation Contracting - periodic inspection report) and replace any damaged fittings. We will remove and dispose of any battery operated smoke detectors and replace with mains powered smoke detectors and conceal any new wiring where practical.

If the property does not have any smoke detectors we will fit mains powered optical smoke detectors to hallways and landing and conceal any new wiring where practical.

Where practical, the minimum number of double sockets per room will be:

Kitchen	3
Separate dining room	2
Separate lounge	4
Combined living / dining room	6
Bedrooms	3
Hall	1
First floor landing	1
Bedsit bed/living room	4

Cleanliness

The property will be left in a clean and hygienic condition. This will include cleaning the kitchen sink, kitchen units & worktops, cleaning all toilets, baths and wash hand basins to remove lime scale and dirt. We will also replace w/c seats.

Rubbish

We will clear any rubbish left in the property. This will include any items left in the loft, garden and outbuildings.

Security

All windows and doors will be secure and in good working order. One front door lock will be changed and the rear door lock will be changed if there are no other means of locking the rear door (for example no substantial bolts on door and only one lock).

All door locks will be changed if there are any concerns of safety to the in going resident.

We will provide a minimum of one key per window lock if the windows are lockable.

Internal Doors

All internal doors will be in a sound and useable condition.

Flooring & Stairs

We will secure any loose floorboards and stair treads, and fill any large gaps. We'll replace missing flooring (cosmetic matching cannot be guaranteed) banisters and handrails.

In kitchens, bathrooms and toilets we will fit slip resistant flooring if the existing flooring cannot reasonably be repaired.

Wall Tiles

Damaged and missing wall tiles will be replaced. However an exact match cannot be guaranteed. It is acceptable to have a natural break in tiling between new and old tiles.

Grouting will be in a clean condition.

Decoration

We will leave the property in a condition ready for decoration. This will include the property being free from mould growth, and removing any graffiti, and polystyrene ceiling tiles or coving. Defective plasterwork will be repaired or replaced as required. Wallpaper that is in poor condition will be removed, and any damaged plasterwork repaired, leaving walls ready for decoration.

Redecoration vouchers will be issued for rooms requiring redecoration. A decoration allowance will be available if there is no participating store within 15 miles of the property. The allowance will be paid on completion of the redecoration, provided the work is completed within 12 months of the tenancy start date.

Sheltered flats will be decorated if required. In exceptional cases other properties may be decorated as requested by an Area Housing Manager.

Pipe work, Taps & Stopcocks

We will check all pipe work for leaks. The stopcock(s) will be labelled, and we will ensure all taps work correctly. Any new toilet or cistern part will have an eco friendly dual flush.

Kitchen Units

Every kitchen will have a sink unit and a minimum of 1 double base unit and 1 double wall unit. There will be a minimum of 1.2 linear metres of worktop space available.

Any replacement kitchen installed will meet the current Decent Homes Standard.

All doors and drawers will be in a good working order. Worktops will be substantially free from damage and will be in a hygienic condition.

Washing Machines

We will make sure there is plumbing and an electrical supply for a washing machine, unless there are shared washing facilities.

Gardens

Gardens will be tidy and not over grown. We will repair, relay or remove any paths and paving slabs which are not level or are damaged.

All potentially unsafe structures such as greenhouses or dilapidated sheds will be removed. Ponds will be filled in.

All water butts provided will have a secure lid.

We will repair or replace damaged boundary fencing when it becomes either a security or health and safety issue. However replacement of fencing may be carried out after the tenancy begins.

All rubbish and debris will be removed.

Wheelie Bins

If wheelie bins are used in the area, and the bin is missing, we will give advice on how the resident can get a replacement bin. We will pay if there is a charge for the wheelie bin to be renewed.

Asbestos

You will be informed in writing of any asbestos that we are aware of in the property.

Any disturbed asbestos will be safely removed before you move into the property.