



Approved by WFCH Board

17 November 2015

SERVICE STANDARD FOR THE RE-LETTING OF VACANT PROPERTIES

The Lettable Standard

The lettable standard describes the condition the home will be in when ready for letting.

If you do not understand any part of the standard please ask your Neighbourhood Officer at the key issue or as soon as possible when you have moved in. If you think the property you are being offered does not meet the minimum standard, talk to your Neighbourhood Officer who will investigate the problem on your behalf.

All void or vacant properties will be inspected, any work highlighted will be carried out to ensure that all parts of the property and outbuildings are useable, free from leaks and other defects and meet the basic standards upon re-letting.

The following standards will apply:

A. General Requirements

1. Walls and floors to be sound and free from any damp or mould growth
2. A suitable floor finish (e.g. vinyl) is provided to the kitchen and bathroom
3. Property to be free of any dry/wet rot or timber infestation
4. Any dangerous or loose flooring or holes in floors to be repaired or replaced, unsafe staircases and banister rails must be made safe
5. All carpets are to be left in place, if condition allows if carpets are left they will be gifted to the incoming tenant

B. External Doors and Windows

1. Front, back and all other external door locks will be replaced with new locks to ensure security for the incoming tenant.
2. Windows should be wind and water tight, and should be able to open and close. Glazing will be safe and secure.

3. Keys will be provided to all locking doors, including:
 - Front door (2 keys)
 - Back door (2 keys)
 - Communal door entry (electronic key fob)
 - Shed 1 key (if applicable)
 - Meter cupboard key (if applicable)
 - All doors must be in place and undamaged with working handles, locks and catches fitted

C. Bathroom

1. The property will have:
 - A bath or shower and wash basin with hot and cold water, and which are clean and hygienic
 - A WC which is clean, hygienic and in working order
 - Ventilation, either a window or fan is provided

D. Kitchen

1. The property will have:
 - A sink unit with hot and cold water and at least one draining area
 - Adequate space for the storage of food and cooking utensils which is appropriate to the size of the household
 - Natural or mechanical ventilation (this would be a fan or window)
 - Hygienic and easily cleaned worktops
 - Space and connection for a cooker (gas if available)
 - Two appropriately positioned double electric sockets in addition to an electric cooker point
 - Kitchen fittings which are in good repair (regardless of age or style)
 - Washing machine plumbing will be provided in all homes and left capped, ready for use by the incoming tenant

E. Decoration

1. Internal decoration is carried out to sheltered properties unless the decorations are in an exceptionally new condition.

For General Needs Properties:

2. All internal and externally surfaces/walls will be free from visible major defects (we will expect small holes from picture hooks or screws to be filled in by you as part of the decorating process)
3. We will provide a redecoration allowance/voucher to help towards decorating costs for rooms that need decorating. The Neighbourhood Officer will give you details of any allowances due at the key issue.
 - The redecoration allowance/voucher scheme is not designed to meet the full costs of redecoration
 - If you feel one or more rooms should have an allowance please raise this with your Neighbourhood Officer at the key issue who will reassess the allowance or make arrangements for a further inspection
 - There are important guidelines to tenants on carrying out redecoration and claiming the allowance in the key issue pack
 - If you are already a tenant of The Community Housing Group (TCHG), we expect the property you are leaving to be in the condition of this Lettable Standard. A transfer or Mutual Exchange will only be approved if this is the case.
4. In exceptional circumstances consideration will be given to having the property decorated either in part or throughout. Such circumstances include:
 - where the existing decorations are found to be excessively dirty or contain graffiti.
 - Where the decorations have been damaged by cigarette smoke
 - Where a property has been refused once and the prospective tenants have cited the state of decoration as the reason for refusal.

F. Gas and Gas Appliances

1. A certificate of safety and soundness of all gas appliances will be provided before a letting and any gas cooker supply and other gas supply pipes must

be properly sealed and secured to a sound surface

2. The gas central heating system must be serviced and any faults repaired
3. All gas pipes, fittings, fires and boilers must be checked, left in a safe condition and in full working order

G. Electrical services and fittings

1. A certificate of safety of the electrical installation and any faults will be rectified before a letting
2. All electric fittings, sockets light switches, door entry systems and smoke alarms will be in good condition and safe working order
3. Light bulbs will be fitted to all light fittings and these will be energy efficient bulbs where possible

H. Water

1. All hot and cold water supplies will work correctly and all stop taps will be checked and left in working order

I. Gardens and External Space

1. Front and back gardens (including gardens attached to ground floor flats) to be cleared of all rubbish paying particular attention to the removal of broken glass, sharps and potentially hazardous materials
2. Gardens to be cleared/strimmed/mowed for letting
3. Paths to the front and rear doors and any outhouse at the property are to be safe, even and firmly bedded
4. Where a property boundary is shared with another TCHG property, a leaseholder or owner occupier, the boundary will be identified with post and wire as a minimum. After installation, the maintenance of this boundary is the responsibility of the incoming tenant
5. Fences abutting public areas will be in good, sound condition
6. All external areas are inspected and repairs to rainwater goods, blocked gullies etc. are completed before handover

J. Cleaning and Rubbish Clearance

1. There must be no rubbish left in the accommodation, including attic space, sheds, garages, balconies or garden areas associated with the property.
2. Standard of internal cleaning to include:
 - All sanitary ware and tiling to be clean and sanitised with wrapping and packaging removed from all new fittings
 - Electric socket, light fittings and door handles to be clean
 - Vinyl/tiled floors to be mopped/disinfected and defect free. All other floors (including carpets) to be vacuumed
 - All graffiti to be removed
 - Kitchen sinks, drainers, worktops and kitchen units to be cleaned and sanitised.
 - Windows to be cleaned inside and out

K. Miscellaneous

1. Prospective tenants requiring adaptations will try to be matched to previously adapted properties. Where fitted, and not needed, all grab and handrails should be removed and walls, etc. made good. All other mobility adaptations should be referred to housing management/care for decision on whether they are to be removed or retained

L. Planned Maintenance / Modernisation

1. All tenants will be advised where there are future works planned for their home and the timescale. This will include kitchen and bathroom replacements for example. The year of the planned maintenance programme (6 year programme) will also be provided to new tenants.

M. Other Repairs

The Group's priority is to let homes to tenants as quickly as possible, but ensuring homes are safe and useable. Occasionally, some repairs will need to be carried out once the home is occupied. We will be clear with tenants at the lettings stage on any repairs to be completed and the timescale for the work.