

## Lettable Standard

- ❖ We will let properties to new tenants in a good condition according to the specification set out in this standard.
- ❖ We will ensure this standard is applied consistently to all our properties.
- ❖ New tenants can expect their new home to :
  - be clean;
  - be secure;
  - be in a good state of general repair and decoration;
- ❖ This specifically includes:
  - All sanitary ware (toilets, baths and sinks) will be clean, free from grime or stains and with no cracks or damage;
  - All drains will be free and in good working order
  - Toilet seats will be in place and unbroken;
  - Bathroom taps will be in good working order;
  - Tiles around baths and sinks will be undamaged;
  - Kitchen taps will be in good working order;
  - Kitchen unit doors will be intact and in good working order;
  - There will be no unfilled cracks or damage to walls;
  - Light switches, sockets and pendants will be in good working order;
  - All doors and frames will be fitted and in good repair;
  - Door furniture (handles, knobs, latches and locks) will be in good state of repair;
  - Heating systems/heaters, and any extract fans will be in good working order;
  - All flooring (carpets, laminate flooring, lino tiles) laid by the previous tenant will have been removed unless it has been agreed with the new tenant that these will be left.
- ❖ An electrical inspection (and gas safety if applicable) certificate will be given to new tenants when they move in.
- ❖ New tenants will be given a full set of keys to all locks, including communal entry doors and any post boxes.
- ❖ New tenants will be given a copy of this standard as part of their formal offer of accommodation so that they know what to expect.
- ❖ We will check every property against this standard to ensure it is ready to let.
- ❖ New tenants will have the opportunity to check that this standard is met when they view the property with our staff.