



OUR LETTABLE STANDARD

Before you move into your new Council home, we carry out works to the property to ensure that it meets the Council's lettable standard.

We will make sure:

- The property is **structurally** sound.
- **Gas and electrical safety** checks are carried out and certificates issued.
- The property has a valid **Energy Performance Certificate (EPC)**. This lets you know how energy efficient the property is.
- **Smoke alarms and carbon monoxide alarms** are fitted and tested to make sure they are working correctly.
- The **hot water** and heating system is working properly.
- All **plumbing fixtures** and fittings are free from leaks and drips.
- All **windows** are glazed, and the door mechanisms are working correctly.
- Where there are **floor coverings** in the property, there are no tripping hazards.
- All rubbish is removed from **gardens**.
- The property is clear from items and cleaned so that it is in a **presentable condition**.
- You are provided with a **Welcome Pack** to help you settle into your new home.



In more detail, this is the standard you can expect when you move into your new home:

Electrical fittings – All light fittings, sockets and switches will be safe and work properly. All properties will have an electrical Fixed Wire Safety Test before you move in, and a copy of the certificate will be provided to you. The Electrical Fixed Wire Safety Test is carried out every five years. Smoke alarm and carbon monoxide alarms are installed and will be tested.

Gas Safety Check – The central heating system will be tested before you move in by a Gas Safe registered engineer. Once you have the keys to your new home, you will be advised to book an 'uncap and test' appointment, and a gas contractor will visit to show you how to use the boiler and central heating system. Please note that your gas meter must be in credit before the gas contractor visits your home. The annual Gas Safety Check is carried out every 12 months.

Energy Performance Certificate (EPC) – We will advise you of the energy performance of your home and give you a copy of your EPC certificate. This is renewed every 10 years.

Asbestos Survey – We will check the property for asbestos and ensure that it is either removed or left in a safe condition. We will give you a copy of the Asbestos Survey Report so that you know where asbestos is located and to take caution when you carry out works to your home which may disturb the asbestos.

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Windows – We will check the windows to ensure that they open and close, all catches work, and the glazing is secure and it meets safety standards. We will give you keys to lockable windows if they are available, if not the windows will be left unlocked. We will also open and close all doors and check handles, locks and catches. Doors and frames will be solid and any glass panels will be secure and safe. Draft excluders will be fitted to front and rear doors.

Sanitary ware – The bathroom will have a bath or shower, a wash basin and toilet. The toilet will not have any cracks or leaks, will be clean and the flush mechanism will work. A toilet seat will be fitted. Taps will turn on and off correctly and sinks and baths will have a fitted plug and chain.

Kitchen units – All base and wall unit doors will open and close and the worktop will be clean. There will be a seal around the sink and where worktops meet the wall. All worktops should have a minimum of one row of tiles above them. Above the cooker space should have a minimum of three rows of tiles and one row below cooker level. There will not be any leaks under the sink and the taps will be drip-free. All door and drawer furniture will be broadly matched and securely fixed. If matching units, doors and drawer fronts are not readily available, we will fit the closest match. Kitchens will be repaired where possible rather than replaced.

Floors – Both wooden and solid floors will be relatively level and cleaned ready for you to fit your own floor covering. We do not fit carpets unless you have applied for a furnished package.

Skirting and architrave – Skirting and architrave will be secure with the same size/profile. They may need sanding down before you decorate.

Walls and ceilings – We do not remove the wallpaper placed by the previous tenant unless we need to carry out work which disturbs the decoration such as an electrical re-wire or damp proofing. You may be eligible to a decorating allowance if the décor has been disturbed. It will be your responsibility to remove wall coverings if you would like them removed to decorate. Any plastered walls will be relatively smooth and flat ready to be decorated, either with lining paper or paint.

Only defective plaster will be repaired. We will not carry out decorative works such as skimming walls for a smooth finish. Ceilings that are significantly irregular or damaged will be repaired to match existing finish, ready for decorating. Textured wall surfaces will be left unless they are rough or sharp-edged. Please be aware that the removal of wallpaper may result in removal of the plaster. We would recommend not using a steamer. All plastering works totalling more than five square meters will be placed on a planned program. Times scales for plastering to be completed on a planned program is approximately 12 weeks.

Cracks that extend to the brick/block work will be filled. All nails, screws, brackets, hooks and unnecessary fixtures will be removed, and walls and ceilings will be smooth. Screw holes will be filled.

Gardens and external areas – If safe, existing fences, gates, paths and drives will be left. If they are not safe, they will be removed but not replaced. Gardens and hedges will be cut back to a manageable level for you to maintain. Your garden will be cleared before you move in and rubbish will be cleared from any outbuildings/sheds.

From the ground, we will visually inspect the condition of the roof tiles, guttering, and rainwater pipe.

Cleanliness – We will clean the inside of your home to an acceptable standard. By acceptable we mean:

- All **rubbish** will be removed from property.
- **Floors** will be swept and cleaned.
- **Kitchen units** and worktops will be cleaned.
- **Bathroom fixtures** and fittings will be cleaned.
- **Woodwork** and all surfaces will be cleaned.

