

Property lettings standard

Please read this Property Standard in conjunction with the terms outlined in your Tenancy Agreement.

General condition and provisions



- Your walls will be structurally solid.
- Any dampness will be treated.
- We will not replaster as standard unless there is evident damage.
- If small repairs are required, walls may be patch plastered ready for you to decorate.



- We do not decorate or strip wallpaper as standard.
- Decoration may be offered in specialist serviced properties or when agreed on a case-by-case basis depending on both the property condition and customers' individual needs.
- Where we agree that decoration is required, you may be offered a paint pack. However, this may not cover the total cost of any redecoration and is intended as a contribution.
- Paint packs are delivered by the supplier directly to your home.



- All your internal doors will open and close correctly.
- We do not trim doors, which may be required after you have laid carpets or flooring in your property.



- Any stairs, bannisters and handrails in your property will be safe and secure.



- All your windows will open and close with ease (a window key will be supplied).



- Your front and rear door (if you have one) will be secure and the locks changed.
- You will be supplied with two sets of property keys and two communal keys/fobs (if applicable).
- We don't keep copies of your keys.
- Please look after your keys and communal keys/fobs, as you may be charged if you lose or damage them.



- Your property will be fitted with bathroom facilities including a toilet with a new seat, a bath or shower, and a washbasin.
- We will not exchange any existing facilities e.g. a bath cannot be exchanged for a shower.
- For downstairs toilets without washbasins, we will assess and provide one if there is space.



- Your property will have floor tiles in the kitchen and bathroom.
- All floor surfaces will be free from damage and securely fitted.
- Laminate flooring or carpets fitted by the previous tenant may remain in the property if they are in a good condition and safe. We do not provide carpets and flooring as standard. However, there are exceptions in properties where carpets are part of the service charge or occasions where carpets are offered in specialist serviced properties or when agreed on a case-by-case basis depending upon both the property type and customers' individual needs.



- Your kitchen units and worktops will be free from major damage to surfaces and edges.



- Any adaptations in your property will be maintained and inspected regularly for safe use. Please note that we will not exchange any adapted facilities e.g. walk-in shower for a bath.



- Home improvements by the previous tenant may remain in your property if they are in good condition and safe.

Health and safety standards



- We will ensure a gas safety check is carried out where there is an identified gas supply. This is carried out when you move into your home.



- You will be supplied with a CP12 gas certificate for your property where there is a gas supply.



- The engineer will discuss how to use the boiler at the gas safety check when you move into your home.



- Your property will have smoke alarms installed and tested.



- A carbon monoxide detector will be provided in your property where there is a gas supply.



- An Energy Performance Certificate (EPC) will be available for your property.



- Your electrical installation will be fully tested and inspected with any remedial works carried out to ensure your property is electrically safe.



- Regular inspections will be conducted at your property to ensure compliance with safety standards.



- All high-rise properties will have a door entry system in place, which will enable you to enter and exit safely.
 - If your property is in a multi-occupied block, it will meet the safety standards expected by the relevant legislation, including:
 - Landings, stairwells, exits and entrances will be clean and clear
 - Windows and doors will be compliant with regulations
 - Flat entrance doors will be clear and remain obstruction free
 - Bin chute rooms will be disinfected and deodorised
 - Fire doors will be inspected regularly.

Cleanliness and clearance standards



- All of your cupboards, loft space, property and associated land will be cleared of all rubbish.
- Your property will be cleaned ready for you to move in, including the floors and bathroom and kitchen fittings.

External areas



- Your roof will be wind and watertight.



- Your drains and gullies will be free running and clear of blockages.



- Your garden will be clear and safe.



- We will cut the grass and shrubs back to a manageable level.

- We will clear anything left in the garden including the removal of structures and additional paving within 7 days of you moving into your property.

- We will repair or reinstate any fence belonging to the Council, to our specification, within 14 days of you moving in.

Capital investment and planned maintenance works



- We will inform you of any future works planned for your home.

Any outstanding repairs or issues raised

Name:

Signature:

Date: