

# Housing Services

## Lettable Standard 2012

**Developed**  
 with tenants

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Lettable Standard (Annually)		
NAME	DATE	VERSION
Steve Collins	November 2011	First Draft Produced
Steve Collins	February 2012	February 2013

# LETTABLE STANDARD

## 1. Introduction

This is a standard you can expect when moving into one of our properties. Our Void Lettable Standard was agreed in consultation with tenants and sets out the minimum works we will carry out before we let a property.

At Denbighshire County Council we believe our properties should be clean and in a good state of repair. The Maintenance Team Leader or another suitably qualified person will have inspected the property to ensure that the Lettable Standard, listed below, has been met.

These standards make sure that all repairs needed to make a home fit to live in are completed before a tenant moves in. There maybe some non-urgent repairs that do not pose a risk to health and safety that will be completed after a tenant has moved into the property. Tenants will be informed of these before they move into their new home and given the likely timescale when the jobs will be completed. Tenants should contact Customer services if a non-urgent repair has not been completed within the given time scales.

## 2. Minimum Standard

### 2.1 External

The property must appear to be free from any structural movement or major defects that may represent a risk to new tenants, neighbours or third parties.

- The roof shall be intact without any missing, cracked or slipped tiles, slates or ridge tiles.
- The brickwork, render and external joinery should be of a sound structural nature showing no signs of major defects.
- Rain water goods and drains to be fully functional and visually checked for any defects.
- The damp proof course (DPC) level to be inspected to ensure external walls are clear of any obstacles, mounds of earth, etc, which could cause rise to penetrative or rising damp internally by breaching of the DPC. Wherever noted, this shall be removed.
- External paths and patio areas, drives and hard standing for parking a car on are to be free from tripping hazards.
- Any damaged satellite or terrestrial aerials to be removed, along with any external DIY coaxial wiring. ( Visual check only)

- Any damaged garden structures considered not safe or of benefit to the incoming tenant will be removed. The base will be left as long as it isn't dangerous and will become the responsibility of the new tenant.
- Fences and gates should be inspected for safe installation and be free from damage. Boundaries, whether fences or walls, are continuous and in a reasonable and safe condition. Where possible we will provide a plan showing your boundary responsibilities and the area of your garden.
- Gardens should be cleared of all rubbish and left in a maintainable condition.
- Trees, tall hedges, including Leylandii, will be reduced and left in a maintainable condition or removed.
- Planters and garden features left by the previous tenant will be left in place provided they are not in a dangerous condition and will become the responsibility of the new tenant.

## 2.2 Security

The property must be able to be fully secured by means of adequate door and window locks.

- New front and rear door locks will be fitted, we will provide 2 keys per lock and, where appropriate, a minimum of 2 window keys.
- Where appropriate, ensure suited locks match the scheme system (e.g. in sheltered accommodation)

## 2.3 Cleanliness

The property must be clear of the previous tenants' belongings and left in a clean and acceptable condition. Such condition shall be determined by the Housing Maintenance Team Leader but shall be fair and reasonable. The property should be swept throughout, and all rubbish removed.

- White goods will be removed from the property.
- All rubbish, carpets, furniture etc should be removed including clearance of the loft spaces and outbuildings with floors swept and left ready for recovering. *(Where carpets have been left in place by the previous tenant, are well fitted, in prime condition and may benefit the incoming tenant, these shall be left in position. Where carpets are removed, all gripper rods, threshold strips and any excessive surface adhesive should also be removed).*
- Particular attention should be given to kitchen work surfaces, tiles and splashbacks, kitchen cupboards, storerooms, bathrooms and toilet areas they should be thoroughly cleaned to remove grease, mould, dirt and dust.

- All DIY works deemed inappropriate, unsafe or surplus to the requirements of the incoming tenant, unless otherwise directed, will be removed from the property.

## 2.4 Health and Safety

It is of paramount importance to ensure that when a property becomes empty, certain minimum health and safety measures are implemented to ensure the integrity of both the electrical and gas installations at the property. Good practice to ensure residents or their visitors health and safety are not compromised shall be as follows, the new tenant will be provided with the relevant current safety certificates and any associated documentation.

Gas: (Testing is subject to supply being available)

### Other Checks

- Check all banisters and fitted handrails are secure and firmly fixed, and that no obvious and visible sign of damage is apparent.
- Where PVCu windows have been fitted, it is important to ensure that the restrictors are operational to the first floor windows, and that the designated egress window in the event of an emergency is adequately identified and marked. (Green Button). A rod for opening, trickle vents will be supplied were appropriate.
- Where floor coverings have been removed, or are to be removed, floor boards and fitted coverings should be inspected to ensure they are secure, without signs of distress or possible imminent failure.
- Where fitted, hard wired smoke detectors and careline equipment should be checked to ensure it is fully operational and functional, with any battery detectors fitted by the previous resident removed from site.
- It is the new tenant's responsibility to arrange for a gas and electricity supply, and arrange if they wish a new meter of their choice.
- We do not supply standard light bulbs or florescent tubes.

## 2.5 Sanitary Goods

- All installations for the supply of water and sanitation should be in good repair and working order. All taps and plugs should be operational. WCs should have a secure seat and lid, and should flush correctly. Sinks, WCs, baths, shower trays and wash hand basins should all be firmly fixed in position and be free from chips, leaks and bad staining. Any required replacements of sanitary goods should match existing wherever possible; however any replacements will be provided in white.

## 2.6 Kitchens

- The kitchen will have space for a cooker (either gas or electric point) and a fridge or a tall fridge / freezer. Where there is sufficient space within the kitchen, there will be plumbing for an automatic washing machine; this will not be provided where there are communal laundry facilities.

## 2.7 Windows and Doors

- All windows and doors shall be checked for: ease of operation, lubricated, with handles fully tightened as required.
- Double glazed units should be inspected for misting or cracks and replaced as required, conforming where appropriate with safety glass.
- All internal doors shall, open and close with ease and have functional door furniture fitted. Minimal damage should be made good, rather than replacing the whole door.

## 2.8 Floors

- Any loose or defective flooring should be secured or replaced as needed. Missing vinyl tiles shall be replaced to match as near as possible existing. Vinyl sheet covering should be sound and free from signs of damage.

## 2.9 Walls

- Loose and defective plaster shall be made good. Missing wall tiles should be replaced where possible to match existing.

## 2.10 Condensation

- Any major condensation damage should be treated with a proprietary fungal wash.

## 2.11 Tenants Improvements

- It is permissible for good quality improvements effected by the previous tenant to be retained: provided that the items are safe and in good condition and have been agreed in writing by the Housing Service, as ultimately we will assume responsibility for their future repair and maintenance from commencement of the new tenancy.

## 2.12 Decorations

- A decorating voucher will be provided by the Housing Estate Officer where the decoration is considered sub standard to assist the tenant in redecorating. This will be considered on a room by room basis.

What to do if any of the work mentioned has not been done?

Reporting Repairs	
E-mail	<a href="mailto:Customerservice@denbighshire.gov.uk">Customerservice@denbighshire.gov.uk</a>
Write	Housing Services Denbighshire County Council 64 Brighton Road Rhyl LL18 3HN
Telephone	01824- 706101
Website	<a href="http://www.denbighshire.gov.uk/customerservicecentre">www.denbighshire.gov.uk/customerservicecentre</a>
Out of Hours Emergencies	01745-351205