

LETTINGS STANDARD FOR RE-LETTING HOMES

JUNE 2016



Introduction

The purpose of this document is to outline the standard that homes will be re-let to in Denbighshire. This refers to existing homes where a tenant has left the property and a new household is moving in.

We want to let homes in the best possible condition so that:

- The incoming household have the best possible start in their new home,
- Customers understand the standards the council expects
- The council operates in accordance with the highest possible standards.



The Standard

Our homes will be re-let to the highest standards possible. In general this means that a home will be ready to move into to. We acknowledge that tenants will want to make a home to suit their own style however we believe that high standards will enable tenants to enjoy their home without the need for costly redecoration or alterations.



External Appearance

We will ensure that from the street the property will have a clean and tidy appearance and look modern and well maintained.

This means that:

- There will be a safe pathway access to the front door.
- Fences and gates will be continuous and in good condition. A uniform boundary will be considered having regard for the wider street scene.
- The roof will be in good well maintained condition with no missing or cracked slates or tiles.
- Gutters and fascia's will be in good condition and free from obstruction.
- Brickwork, cladding or render will be sound and free from defects or markings.
- Damaged or unsightly aerials or satellite dishes including cabling will be removed.



Garden Areas

- All external areas will be free from unsuitable structures, raised beds and other features in order to facilitate safe and easily maintainable garden areas including grassed areas for safe play.
- Front gardens will give a positive appearance and be in a safe condition so the new tenant can maintain and enjoy the garden.
- Rear gardens will provide a safe and secure environment for a family.
- Any overgrown trees or vegetation will be reduced or removed to enable ease of maintenance in future

Cleanliness

A home will be fully cleaned to the highest possible standards to ensure that it is free from grease, mould, dirt, dust and signs of condensation. Particular attention will be made to the kitchen and bathroom which will be clean and ready for immediate use.

- White goods will be removed from the property.
- All rubbish, carpets and furniture will 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, 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 will also be removed.
- Carpets will be fully cleaned prior to re-letting.
- Particular attention will be given to kitchen work surfaces, tiles and splash backs, kitchen cupboards, storerooms, bathrooms and toilet areas.
- All DIY works deemed inappropriate, unsafe or surplus to the requirements of the incoming tenant, unless otherwise directed, will be removed from the property.



Internal Decoration

All properties will be decorated to a high standard with all walls stripped and coated with emulsion and joinery work will be painted with satin paint.

Existing floor coverings if deemed suitable to be left will be cleaned.



Security

The property will 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 suited locks to match the scheme system will be provided.

General work

- Where fitted, hard wired smoke detectors and careline equipment will 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.
- Gas and Electric installation will be inspected to ensure compliance with the relevant standards.



Sanitary Goods

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

Kitchens

- A sufficient number of kitchen wall and floor units will be provided to suit the shape and size of the kitchen.
- The kitchen will have space for a cooker (either gas or electric point) and a fridge or a tall fridge / freezer.
- A cooker hood extraction unit will be fitted (where practical) to reduce the ongoing accumulation of dirt and grease.



Windows, Doors and Joinery

- All windows and doors will be checked for: ease of operation, lubricated, with handles fully tightened as required.
- Double glazed units will be inspected for misting or cracks and replaced as required, conforming where appropriate with safety glass.
- All internal doors will be good quality doors and will open and close with ease and have functional door furniture fitted.
- Where PVCu windows have been fitted, restrictors will be operational to the first floor windows and the designated egress window in the event of an emergency is adequately identified and marked.
- All banisters and fitted handrails will be safe, secure and firmly fixed, and that no obvious and visible sign of damage is apparent.

Floors

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

Where floor coverings have been removed, or are to be removed, floor boards and fitted coverings will be inspected to ensure they are secure, without signs of distress or possible imminent failure.



Walls

Loose and defective plaster will be made good prior to redecoration. Missing wall tiles will be replaced where possible to match existing.



Tenants Improvements

- Any improvements made by previous tenants will generally be removed and the property returned to its original layout and design.
- In exceptional circumstances a flexible approach can be taken to improvements.