



Lettalbe Standard

When you move into one of our homes, we want you to love where you live, and as such our commitment to you is that your home will be clean, safe, secure and in good condition from the day that you move in. This is called our **Lettalbe Standard**.

The following information is designed to help you understand what you can expect from us when moving into your new home.

Decoration of your home

- We will normally decorate your home to a basic standard, such as painting all walls, ceiling and woodwork before you move in. We will only not do this, if the property has been returned to us in such good condition that it is not required.
- We will normally lay new carpets and flooring in bathrooms and kitchens. We will only not do this, if the property has been returned to us in such good condition that it is not required.
- Carpets and flooring are gifted to tenants at the start of their tenancy. We will not maintain flooring once it has been fitted. Tenants are responsible for flooring once they move into their home.

Safety in your home

- Your home will be structurally sound and meet health and safety requirements.
- We will carry out an annual gas safety inspection and fixed wire testing every five years.
- When you move in, you will be given the required health and safety certificates, such as gas safety and electrical safety certificates.
- Your home will have an adequate heating and hot water system installed.
- Your home will have smoke and carbon monoxide detectors installed.
- Your home will have secure lockable external doors.
- Your home will have windows that will function properly.
- Some of our homes have secure loft hatches that are required for maintenance purposes. Tenants are not permitted to access the loft space in their home for safety reasons.
- Water systems will be flushed through for a period of 10 minutes upon completion of void works.



Kitchens and bathrooms

- Kitchens will be clean and functioning.
- Kitchens will provide a space for a cooker, fridge/freezer and washing machine, unless there is an onsite laundry, then there may not be space permitted in the kitchen for a washing machine.
- White goods will only be provided in supported housing homes. Where we have supplied white goods, we will be responsible for maintaining them, unless they have been gifted to you at the start of your tenancy.
- We do not provide white goods in our sheltered housing and general needs homes. Tenants are responsible for ensuring that their white goods are connected by a qualified contractor.
- Bathrooms will be clean and functioning.
- New toilet seats will be provided for the start of a new tenancy.
- All tiling will be in good order with all the necessary grouting and sealants in place.

External Areas

- All roof tiles will be intact and in good working order.
- All fascia boards and soffits will be intact and in good working order.
- Guttering and downspouts will be intact, fixed securely and free from any blockages.
- Communal areas will be kept well maintained, hazard free and any grassed areas cut on a regular basis.
- Any garages and outbuildings will be kept in good condition.

Gardens

- Any personal gardens will have secure boundaries.
- Gardens will be presented with grass cut and clear of any hazards. Tenants are responsible for maintaining their gardens from the start of their tenancy.

Damp and Mould Checks

- Your home will be free from damp and mould. Adequate extraction systems will be installed in your home. Please see our Damp and Mould Policy for further information.



Asbestos

- An asbestos survey will have been carried out in your home.
- If asbestos is identified in your property, we will ensure that it is safe and managed correctly.

After you move into your new home

- As part of our commitment to keeping our properties in good condition; there may be occasions when we need to carry out servicing, upgrades and major improvements to your home. We will always write to you to let you know when we would like to carry out and work to your home.
- If you wish to do any work in your home, you must contact us first to seek our approval. Do not attempt to alter or repair any gas or electrical fittings. Any faults must be reported directly to us. More information regarding this can be found in both your tenancy agreement and our Repairs and Maintenance Policy.

Legislation

- All of our homes meet the Decent Homes Standard and comply with the Homes (Fitness for Human Habitation) Act 2018.
- If any legislation changes that will affect how we let our homes, we will update the Lettable Standard to reflect any changes made.