

Lettable Standard – Your Guide

The purpose of this document is to outline the standard of accommodation a customer of New Progress Housing Association can expect when taking a new tenancy.

This is a summary of our lettable standard; a full detailed copy of the standard is available on request in a variety of formats and languages.

Cleanliness

The dwelling must be in a clean condition and all rubbish removed.

Carpets that are in good quality will be left if the prospective tenant and the Association agree.

Laminate flooring, which is in good condition, will be left in place.

The property will be ready for decoration by the prospective tenant or the existing decoration will be considered adequate.

Services

The supply of gas, electricity, water and drainage system will be safe and in working order.

The water stop tap will be fully functional and all plumbing checked and capped if necessary to avoid leaks or flooding.

A hard-wired smoke detector will be provided. In the case of single storey buildings one alarm will be fitted, in the case of more than one storey an alarm will be fitted on each floor.

Heating and hot water

As a minimum, the main living room and bathroom will have fixed heating appliances.

There will be at least one source of hot water in the kitchen and one in the bathroom.

Hot water cylinders will be insulated (this work can be carried out after the tenant has moved in).

Light switches and electrical sockets

The dwelling will have artificial lighting that ensures a safe living environment.

There will be sufficient electric sockets to be of reasonable use to the tenant and those living in the property. (As a minimum there will be a double socket in each bedroom, two double sockets in the living room and three double sockets in the kitchen).

Ventilation

The property should be able to be ventilated. The kitchen and bathroom should be well ventilated.

Plumbing and sanitary fittings

The dwelling will have an integral WC in working order with serviceable seat, free from stains, chips or cracks and adequately fixed to the structure.

Wash hand basins, sinks and baths will have a hot and cold water supply and be free from chips, cracks, staining and limescale. They will be connected to the main drain system supplied with plugs and chains and adequately fixed to the structure.

There will be at least one course of tiles on the wall above the bath, sink and wash hand basin. Tiles will be in a serviceable condition. (This may be done after a tenant has moved into the property).

Cooking facilities

The kitchen will have adequate facilities, work surfaces and storage for safe preparation of food. Any units or work surfaces replaced will match the existing number of kitchen units or work surfaces supplied. Where no units were in place the standard provision will be two double, or four single units plus the sink unit.

At least one row of tiles will be provided.

There will be a gas point OR electric point will be provided for a cooker.

Adequate space will be provided for a cooker and fridge in the kitchen area to accommodate standard 600mm goods.

Floors

Floors will be level and suitable for coverings.

Floor coverings to kitchens and bathrooms will be hygienic, easy to clean and moisture resistant.

Joinery

All architraves, sills and skirting boards will be in place. (This may be carried out after the tenant moves in).

There will be no open staircases – all staircases will have secure handrails, balustrades and no loose treads. Gaps between balusters should be no more than 100mm.

Doors

External doors will be sturdy, secure and lockable. A minimum of a 5-lever mortice lock will be fitted to the front door.

Each entrance to a room will have a door in good repair with working door furniture. (This may be completed after the tenant has moved in).

Bathroom and WC doors will be lockable. (This may be completed after the tenant has moved in).

Windows

All windows must have secure fastenings, be in working order and easily operated.

All cracked and broken glazing will be replaced. Safety glazing will be provided for windows below 800mm, communal windows and glazed doors.

Windows will be safe and secure.

External areas

The garden will be in a condition maintainable by the tenant. (This work may be carried out after the tenant has moved in).

Pathways, hard standings and steps will be safe.

Roof coverings will be in place. (In some cases where the property is wind and watertight this work may be carried out after the tenant has moved in).

Chimney pots and flashings will be in place (where appropriate). (Some of this work may be done after the tenant has moved in if the property is wind and watertight).

Elevations will be wind and watertight.

Rainwater pipes and gutters will function.

The boundaries to the property will be marked (unless the gardens are communal). (This work will be carried out after the tenant has moved in).

Aerials and satellite dishes will only be removed if in danger of falling.