



Lettable Standards

Amended 2009

Lettable Standard

1.0 Policy

- 1.1 The aim of the standard is to ensure the consistent quality of properties offered for letting by the Association.
- 1.2 The standard will be developed in conjunction with our Resident Consultative Panel, who will formally review the document on an annual basis.
- 1.3 The Lettable Standard document will be used as the main source of reference by all employees who have responsibility for ensuring empty properties are fit for letting being a benchmark for continuous improvement.
- 1.4 The standard will apply to all general needs' properties acquired or owned by the Association.
- 1.5 The standard shall similarly apply to all individual units situated within a Sheltered Housing Scheme and include where necessary:
 - Replacement of carpets, cookers and refrigerators.
 - Specific regard to appliances where properties have been specially adapted.
- 1.6 The Association wishes to provide good quality accommodation ensuring:
 - a) The value of the asset is preserved.
 - b) The property complies with current legislative and regulatory requirements and good practice as detailed within the Chartered Institute of Housing Management Standards Manual.
- 1.7 While the vacant property offers the most cost effective and convenient opportunity for the Association to carry out any repairs this shall not prejudice a prompt turnaround and re-letting of the property if there is a local demand.
- 1.8 The standard requires that an initial inspection be carried out while the existing tenant is in occupation to remind them of a second technical inspection is required when the property is vacated to assess the condition and identify any rechargeable work.

2.0 Lettable Standard (See attached checklist Minimum Re-lettable Condition)

2.1 Objectives

- To make the property ready for re-letting in the shortest possible time. Some non-essential repairs may therefore have to be carried out after the new tenant moves in.
- The Surveyor in conjunction with the Neighbourhood Officer to use judgement to determine the extent of the repairs required in excess of the approved standard subject to supply and demand for the property.
- To make the property clean and presentable; safe and secure.

2.2 Clearance (Rechargeable Work)

- All rubbish and furniture to be removed from the property and garden.
- Property to be swept through and cleaned with particular attention to the bathroom, kitchen and floor coverings.
- Items to be removed depending on condition agreed with outgoing tenant:
 - a) Showers over the bath (*unless an authorised improvement or part of original development*).
 - b) Cookers.
 - c) Gas fires (*policy not to have gas focal fires*).
 - d) Wall lights.
 - e) Patios.
 - f) Shed.
 - g) Carpets and laminated floor covering.
- All areas to be made good following removal of the above items.
- Any retained items to be gift aided to the new tenant.

2.3 Services

Ensure all services are operational, with statutory checks and certification by approved qualified contractor to include the following:

- Electrical check. Fuses removed and made safe at consumer unit.
- Gas Drop Test - decommission.
- Water pressure and stop valve - signage.
- Water / heating systems drained down if left unoccupied during winter months (November to February).

2.3 Services (*continued*)

- Electrical and Gas recommission when energy supply established first day of property re-let.

NB: Tenant should not be allowed occupation until energy supplies are established and systems are checked.

- An Energy Performance Certificate shall be provided.

2.4 Kitchen

- Full clean including all unit interiors, worktops, sinks, tiles and floor surfaces.
- Ensure floor is easy to clean, in a safe condition and waterproof if on timber floor - if not remove and replace.
- Secure all fixings.
- Provision of either a gas or electric cooker point.

2.5 Bathroom

- Full clean all sanitary fittings, tiles and floor.
- Ensure floor is easy to clean, in a safe condition and waterproof if on timber floor.
- Check fittings are serviceable with no leaks - WC cistern, hot and cold water taps, etc.
- No blockages to drainage system.
- If internal room ensure light bulb operational and extract fan is operational.

2.6 External Doors

- Secure - 2 sets of keys to locks (5 lever).
- Weatherproof - sound threshold.
- Easy to use - ease and adjust.

2.7 External Drainage (*Foul and Surface Water*)

- No leaks or blockages.
- Secure fixings.
- Sound covers, gratings and frames.

2.8 Boundary

- Safe and secure fences, walls and gates.

2.9 Paving, Paths and Driveway

- Safe and sound condition.

2.10 Cleanliness

- All cleaning to be done **after** repairs are complete and presentable for accompanied viewing.
- Post inspected by Surveyor.

2.11 Gardens

- Safe and secure.
- Clean and tidy.
- Trees in a safe condition.

Minimum Re-lettable Condition Checklist

INTERNAL		
Internal walls & ceilings	✓ ✓	Structurally sound Secure & hygienic
Floors	✓ ✓	Easy to clean Moisture resistant surfaces to bathroom & kitchen
Internal doors	✓ ✓	Structurally sound Easy to operate
Windows	✓	Appropriate amount of openable windows
Decorations	✓	All surfaces to be of an acceptable condition
Kitchen units	✓ ✓	Secure fixings Hygienic work surfaces
Stairs	✓ ✓ ✓	Well lit Treads undamaged Handrail to full length
Dampness	✓	Free from dampness or serious condensation
Sinks, baths, basins & WC	✓ ✓ ✓ ✓	No leaks Surfaces hygienic No blockages Cistern working
Heating	✓	Must be adequate for purpose
Hot & cold water	✓ ✓ ✓	No leaks Flow adequate Valves functioning correctly
Electric & Gas	✓	Checked & certified by qualified contractor
Extractor fans	✓	Should be provided for internal bathrooms
EXTERNAL		
Roof	✓ ✓	No leaks Finishes appear secure
Chimney stacks	✓	No damp penetration
Gutters & rainwater pipes	✓	No apparent leaks
External walls	✓	No damp penetration
External doors	✓ ✓ ✓	Secure Weatherproof Easy to use
Soil & waster drainage	✓ ✓	No leaks Secure fixings
Drainage	✓	Covers, gratings & frames sound
Fences, garden walls & gates	✓	Safe & secure
Pavings, paths & drives	✓	Sound and even surfaces
Gardens	✓	Clean, tidy and safe