



sutton housing society
limited

Lettable Standard

**Making sure your property is in a
good state of repair**



A GUIDE TO OUR LETTINGS STANDARD

Service Standards for letting a property

Before you have moved in to your home, Sutton Housing Society Ltd will have carried out some general repairs and maintenance on the property, to ensure that your new home meets the Sutton Housing Society Ltd.'s Lettable Standard.

After you have moved in, we may need to carry out further repairs, but we will let you know about this when you sign for your tenancy.

Sutton Housing Society Ltd really wants you to be happy and comfortable in your home. We will provide you with a property that you may need to decorate and personalise to make it your own.

If you feel that your new home does not meet our Lettable Standard, please contact the Repairs & Asset Manager on 020 8642 1500 to discuss this.

GENERAL INFORMATION

When you move in to your home, we will ensure that your property:

- Is clean and clear
- Is weather tight, secure and structurally sound
- Has a working smoke alarm
- Is free from unsafe asbestos based materials
- Is free of any vermin or pests

Cleanliness – we will ensure that:

- Your home and garden (if appropriate) is clear of any rubbish, including any sheds and outbuildings
- The property is cleaned to a good standard, with no dirty surfaces
- The bathroom is clean and free of lime scale
- All fixtures and fittings are clean
- All floors are clean and clear

Decorations – we will ensure that:

- All Independent Housing for Older People and Older Persons accommodation is re-let in a well decorated condition
- All general needs homes are in a decent state, without the need for onerous decorating work
- Plastered walls and ceilings are in a reasonable condition, with notable picture hook holes filled
- Any polystyrene ceiling tiles are removed and ceilings made good.

UTILITIES

Electrics and Gas

We will ensure that:

- The meters have been read before you move in to ensure you aren't paying for someone else's electricity or gas
- A visual electrical safety check has been carried out on your home before you move in; we will provide you with a copy of the test certificate if an additional inspection, over and above the visual inspection, has been carried out
- The gas pipe work and appliances in your home are safe before you move in and you receive a copy of the gas safety certificate.

Heating and Hot Water

We will ensure that:

- Your home has hot and cold water
- Your home has appropriate gas or electric heating
- All radiators/storage heaters are fixed securely
- Any vents and airbricks are clear
- Heat is well circulated within all rooms to allow adequate ventilation

Bathrooms

We will ensure that:

- The bath, toilet and wash basin are clean and free from cracks, chips, stains and leaks and that overflows run clear
- Plugs, taps, handles and cisterns are in good working order
- All plugs and chains are in place
- We provide a tiled splash back around the bath and hand basin
- The toilet seat is clean and well fitted
- We supply non-slip, waterproof vinyl flooring, if the existing flooring is unsafe.

Kitchens

We will ensure that:

- Kitchen worktops, cupboards, shelves and drawers clean and in a sound condition
- We provide an electrical or gas cooking point. Please remember that if you are installing a gas cooker you must by law, employ an engineer that is on the Gas Safe Register to do this. An electric cooker must also be fitted by a qualified person.
- We provide a stainless steel sink top and draining unit
- The worktop is free from extensive damage, is an easily cleaned, waterproof work surface with a wall tile splash back
- We provide food storage space of at least a double base unit and double wall unit in the kitchen (space permitting)
- We supply non-slip, waterproof vinyl flooring, where existing flooring is unsafe

- There is space for a fridge, cooker and washing machine connections where reasonably possible; (in Independent Housing for Older People's accommodation there are laundry rooms provided)
- We provide, in General Needs and Older Persons accommodation (non Independent Housing for Older People schemes) water supply and waste connection points for your washing machine
- We provide adequate ventilation.

Doors and Windows

We will ensure that:

- All windows are in good condition, secure, open and close freely and are safe and watertight
- All external doors are in good condition, safe, secure and weather tight
- Door entry systems are working
- We install replacement locks to all external doors (not communal doors) and provide two sets of keys
- We fit at least one 5 lever mortice or multipoint lock, where the type of door and fire safety requirements allow
- The front door where possible will be fitted with a safety chain and spy hole (not applicable in Independent Housing for Older People schemes due to health and safety requirements)
- All front doors have a visible and clear door number in place
- The letterbox is secure and a cover is in place
- All internal doors will open and close freely and are fitted with suitable door latches and handles

- If the internal doors are glazed and the glass is not safety glass, we will fit film over the glass
- We remove any locks or bolts from internal doors, apart from the WC/bathroom
- We fit safety limiters to all windows of first floor level or above where this is feasible
- We supply window lock keys where we are able.

Internal Floors and Stairs

We will ensure that:

- All floors are in a reasonable state to receive floor covering; any missing or broken floor tiles/floorboards are replaced.
- We leave gripper rods, where in good condition
- If in very good condition, carpets or suitable floor covering left by the previous tenant will be gifted to you. This becomes your responsibility to remove at the end of your tenancy
- A fixed and safe handrail is fitted to all stairs

Insulation

We will ensure that:

- Loft areas are adequately insulated and tanks and pipes in the roof space are lagged.

Gardens and Outside Areas

We will ensure that:

- All paths, hard-standings and driveways are in a safe condition
- Excessive undergrowth is cleared
- All gates open and close freely and are fitted with a suitable latch or lock

- We endeavour to let you know which fencing, hedges, walls (boundaries) belong to your new home
- Collapsed/damaged fencing or walls belonging to the property are repaired, whilst vacant or as planned works
- If left in a safe and usable state, we leave garden sheds left by the previous tenant; these will be gifted to you and become your responsibility
- We fill in any fish ponds

Guttering, Roofs, Downpipes and Drains

We will ensure that:

- The roof is weather tight
- All drains, guttering and downpipes are free from blockages or plant growth
- Grids are fitted to drain gullies and that any concrete surrounds are intact
- Manhole covers are safe and in a good condition

Aids and Adaptations

We will ensure that:

- We leave disabled adaptations where serviceable
- Grab rails are secure
- Existing fitted shower seats are secure and hygienic
- We supply lever taps where fittings require replacing in Independent Housing for Older People accommodation

If you need aids and adaptations to be provided, this is likely to involve an Occupational Therapist visiting you once you have moved in, to assess your individual requirements. This will ensure that you receive the 'right' aid equipment or property adaptations, to help you in your new home.

Examples of aids and adaptations:

- Waist height electrical sockets
- Lever Taps
- Grab-rails
- Walk-in showers
- Community alarms (in Independent Housing for Older People schemes)
- External handrails
- Door entrance ramps

In addition- we will ensure that:

- We visit you within 6 – 8 weeks of your move into your new home to check you are happy with your tenancy and answer any concerns you may have.

- We inform you, should we plan to upgrade your kitchen or bathroom and consult you about the design and choice of colours
- We inform you, should we plan to replace your heating system, roof and windows
- We advise you of any plans for refurbishment of communal areas.
- We provide a copy of any relevant communal area cleaning/grounds maintenance schedules on the notice boards in communal areas.