

<b>Section;</b>	Housing
<b>Policy name;</b>	<b>Minimum Lettable Standard</b>
<b>Executive responsible;</b>	Housing Manager
<b>Review by;</b>	Housing Manager
<b>Tenant review:</b>	Yes (during Voids review in 2016)
<b>Type of review;</b>	Exception
<b>Authority to amend;</b>	Chief Executive
<b>Frequency of review;</b>	Every three years
<b>Last review;</b>	September 2023
<b>Next review;</b>	September 2026
<b>Responsibility for delivery;</b>	Housing and Building section
<b>Supporting documents;</b>	None
<b>Strategy;</b>	Housing Strategy
<b>Associated risk;</b>	22: Unpredictable increases in maintenance expenditure 61: Failure to meet Tenant expectations
<b>VFM &amp; benchmarking;</b>	The original standard was compared against three other standards from housing associations.
<b>Health &amp; safety;</b>	All properties are maintained to a high standard and meet all health & safety legislative requirements.
<b>Equality &amp; diversity;</b>	All incoming tenants have access to the same standard of housing.

<b>VERSION CONTROL</b>			
<b>Version</b>	<b>Sections Amended</b>	<b>Date of update</b>	<b>Approved by</b>
1.0	First issue in new template	July 2012	CE
1.1	General review & minor updates	July 2015	CE
1.2	General review & minor updates	October 2018	CE
1.3	Clarity around fencing	December 2018	CE

1.4	Thumb turn lock addition	September 2023	CE
-----	--------------------------	----------------	----

## Introduction

When a new tenant moves in, the property should reflect the following standards.

### Kitchen

- adequate ventilation and working extractor fan, where one is installed
- an adequate supply of hot and cold water
- an empty, clean and hygienic sink unit with drainer, plug and taps
- 2 double base units (empty, clean and hygienic) – where space permits
- 2 double wall units (empty, clean and hygienic) – where space permits
- a dedicated electric, and gas if available, cooker point
- plumbing and electric point for a washing machine – where space permits
- clean, hygienic working surfaces and splash back tiling of a minimum of 300mm above working services and sink unit
- a floor which is sound, clean and free from defects

### Bathroom

- an adequate supply of hot and cold water
- a clean and hygienic bath or shower and basin with plugs and taps
- a clean and hygienic WC and seat
- clean and hygienic tiling
- an effective bath seal
- a floor which is sound, clean and free from defects
- adequate ventilation
- a door with a privacy lock

### Living Room

- fitting for TV aerial

### All rooms

- adequate ventilation
- a door with operable furniture
- walls, internal joinery and ceilings that are able to receive decoration without the use of expensive materials or special tools
- no health and safety risks to incoming tenants e.g. gripper rods, polystyrene tile, protruding nails, etc.
- safety glazing for window glass below 800mm and to glazed doors
- good quality carpets that are left can be gifted to the incoming tenant if they accept responsibility for them including any infestation that subsequently comes to light
- no rubbish or other property relating to the previous tenancy remaining (including in loft, sheds, etc) unless a private arrangement has been made between the outgoing and incoming tenant.

- all dirty or greasy surfaces cleaned, including the removal of all condensation mould growth
- adequate light fittings and at least one light bulb
- all built in cupboards empty and clean

### Services

Must include:

- an Energy Performance Certificate
- heating in all rooms (apart from the kitchen)
- flues swept where appropriate
- flues to meet current regulations
- plumbing and drainage free from leaks
- gas and electrical safety checks
- a trip switch RCD fuse box
- at least one standalone smoke alarm with a new battery
- adequate number of power points to each room (see below)
- a minimum of one telephone socket
- suitable area for the storage of refuse bin(s)

Room	Number of power points
Kitchen	4
Dining Room	2
Living Room	2
Living/dining room	3
bedrooms	2
hall	1
1 <sup>st</sup> floor landing	1

### Cleaning

- to be of a standard that allows the incoming tenant to move in with only the minimum of superficial cleaning.

### Decoration

- Where the decoration is considered to be of less than a reasonable standard, a paint pack including decorating materials may be given out to tenants at the discretion of the Maintenance and/or the Lettings Officer.
- Rooms requiring extensive work may be redecorated by Cornerstone at the Maintenance and/or Lettings Officer's discretion.

### General

Property must have;

- a roof that is wind tight and weathertight

- rainwater goods which are not blocked and are watertight
- double glazed windows that are weathertight
- a structurally sound and safe floor with no major variation in level
- all rising damp, dry rot or infestation dealt with
- all walls structurally sound and safe
- protection against falling from windows where sills are below acceptable height.
- an asbestos check and all necessary work carried out. The tenant to be advised on the presence of Asbestos Containing Materials and the implications.
- new locks on front and back doors. Two sets of keys for the doors and window locks where fitted.
- External and main entrance doors to have a thumb turn operated mechanism internally for any mortice type lock that is installed, to aid escape in the event of an emergency.
- a full height storage cupboard suitable for brooms and an upright vacuum cleaner (except where the size or layout of the property cannot accommodate this).
- reset key meter(s)
- loft insulation to the standard at the time it was built or modernised

### **External**

Property must have;

- rubbish removed from the property, garden and sheds.
- overgrown gardens cut back and tidied, Leylandii trees, small trees and bushes will be removed, or trimmed and pruned so that new tenants are able to maintain and keep tidy. Specimen trees and those with a Tree Preservation Order will be pruned only as and when necessary
- external paving and steps safe and free from major defects and trip hazards
- fencing which adjoins a public right of way or prevents danger will be made good if damaged. Elsewhere, a minimum of post & wire will be used to mark boundaries between properties. Where additional fencing has been left this may be gifted to the incoming tenant if it is in an acceptable condition or requiring only minor repairs, otherwise it will be removed and normally replaced with post & wire.