

## **Property Standards for New and Transferring Tenants**

This standard has been drawn up to provide tenants (both new tenants and transferring tenant) a clear property letting standard that will be achieved when a property is being relet. It also will help set out the criteria that will be taken into account when calculating decorating allowances for empty properties.

The Association will aim to ensure that the property meets its standards for a new tenancy.

The Association will do this by carrying out a detailed survey of each vacant home and complete the works required, to ensure that the new tenant moves into a home that will be secure, clean and in good state of repair.

There may be instances when the Association still needs to carry out some further repairs to the property after the property has been let – for example if parts were unavailable until after the letting date. Written details of any further works that need to be done will be given to the incoming tenant when they sign up for their tenancy. The Association will make an appointment to carry out the work at a time to suit the tenant after they have moved in.

### **,The Association will aim to:-**

- ensure that the property is wind and watertight, secure and free from structural problems and free from rising or penetrating damp
- ensure a smoke alarm is in full working order on every floor
- carry out an electric safety check before the tenant moves in
- ensure that the gas pipe-work and any appliances in the home are safe before the tenant moves in as part of a gas safety check
- check the home to ensure that the property is free from any unsafe asbestos based materials
- ensure that improvements made to the home by the previous tenant are left in a safe and good condition OR remove the previous tenants fittings if they are in a poor and unsafe condition
- let the new tenant have the opportunity to keep any safe and in good condition fittings left behind by the previous tenant
- clearly label and show the tenant where the water stop tap, electric fuse board and meters are located
- demonstrate how to work: the central heating and hot water controls, window and door locks and the electrical fuse board breakers.

### **Cleanliness - we will aim to:-**

- make sure that all rubbish is cleared from the property and garden
- ensure that all work surfaces are disinfected with particular attention to kitchens and bathrooms
- wash down all woodwork where needed
- clean all windows inside and outside where needed

- make certain that all floors are swept and cleaned

#### **Decorations - we will aim to:-**

- make sure that the incoming tenant is aware that any redecorations to their new home are their responsibility
- inspect all rooms to ensure that the decorations are of an acceptable appearance (this will be determined by the Maintenance Officer)
- remove all polystyrene ceiling tiles and make good plaster
- paper strip rooms where the decorations are in an unacceptable appearance (this will be determined by the Maintenance Officer)
- check to ensure that plastered walls and ceilings are in a reasonable condition ready for redecorating
- provide the new tenant with the details of any decoration voucher scheme during the first viewing of the property
- redecorate any rooms in poor condition (this will be determined by the Maintenance Officer during the initial Survey) in properties that are to be let to elderly or disabled tenants.

#### **Heating and hot water - we will aim to:-**

- ensure that the property has hot and cold water facilities
- make certain that the home has appropriate full central heating
- make sure that the room ventilation is appropriate to ensure that heat is well distributed within all rooms

#### **Bathrooms: we will aim to:-**

- make certain that the bath or shower, toilet and wash basin are reasonably modern, clean and in sound condition.
- make certain that there is a tiled splash back around the bath and hand basin
- ensure that a new toilet seat is fitted
- If a shower is fitted the Association will make sure that the tiling will be to the ceiling around the showering area and a new shower curtain is supplied.
- if it is the Association's intention is to refurbish the bathroom within the next 5 years of the occupation date the Association will advise of the programme date.

#### **Kitchens - we will aim to:-**

- make certain that kitchen worktops, cupboards, shelves and drawers will be reasonably modern, clean and in sound condition.
- provide an electrical or gas cooker point and a stainless steel sink top & unit
- ensure that the worktop is an easily cleanable waterproof work surface with a wall tile splash back
- Make sure that there is space and connections for a washing machine, fridge and a cooker.

- If it is the Association's intention is to refurbish the kitchen, within the next 12 months of the occupation date – advise the new tenant of the programme date.

#### **Doors and windows - we will aim to:-**

- ensure that all external doors are in good condition, safe, secure and weather tight
- install new locks to all external doors (not communal doors) and provide two sets of keys
- check or ensure that all internal doors will open and close freely and are fitted with suitable door latches and handles
- check to ensure all windows are in good condition, secure, open and close freely and are safe and watertight.

#### **Floors and Stairs - we will aim to:-**

- make sure that all floors are in a reasonable state to receive floor covering and missing or broken floor tiles/floorboards are replaced
- ensure a suitable handrail is fitted to all stairs

#### **Security - we will aim to:-**

- make sure that external doors are fitted with a suitable lock
- ensure that the front door is fitted with a safety chain and spy hole

#### **Insulation - we will aim to:-**

- ensure that loft areas are adequately insulated and tanks and pipes in the roof space are lagged

#### **Gardens and outside areas - we will aim to:-**

- make sure that all paths, hardstandings and driveways are in a safe condition
- ensure all general rubbish is removed from the garden, sheds and outbuildings
- Ensure that general hedges and conifer hedges are at a manageable height to maintain (approximately 6ft/2m) and are cut back if overgrown.
- make sure that the grass is of a reasonable length ready for the tenant to maintain (strimmed when required)
- all gates and garage doors open and close freely and are fitted with a suitable latch or lock.
- let the tenant know which fencing or hedges or walls belongs to the new home (boundaries)
- ensure that collapsed or damaged fencing or walls belonging to the property are repaired

- give the incoming tenant the option to take responsibility for additional garden sheds left by the previous resident

### **Guttering, Downpipes and Drains – we will aim to:-**

- ensure that all drains are free from blockages
- ensure that guttering and down pipes are free from blockages or plant growth and do not leak
- check drain gullies to ensure grids are fitted and that any concrete surrounds are intact
- check to ensure that manhole covers are safe and in good condition

### **Aids and Adaptations**

The Association will respond to the needs of new residents and support request for the provision of aids and adaptations. This may involve an Occupational Therapist visiting the new home once the incoming tenant has moved in to assess individual requirements.

This will ensure that the tenant receives the 'correct' aid equipment or property adaptations, to help you in the new home. On occasions where the cost to provide the aids and adaptations are excessive the tenant will have to make an application to the Local Authority for a Disability Facilities Grant. The Association will assist and support the tenant in making the application.

### **Examples of aids and adaptations:**

- waist height electrical sockets
- lever taps
- Grab-rails
- walk in showers
- community alarms
- external handrails
- door entrance ramps

### **Follow Up Contact**

The Association will always contact the new tenant within 20 working days of the move into the new home to check the new tenant is happy with the property and tenancy.