



# **Tuntum Housing Association Lettable Standards**

# TUNTUM HOUSING ASSOCIATION

## LETTABLE STANDARDS

Tuntum will inspect every empty property and note all necessary repairs. These will then be ordered as a priority to bring the property to a lettable standard in accordance with our void management policy.

The Director of Operations held a tenant focus group in October 2011 and tenants identified the 10 most important things for them when viewing a property. The top 3 were:

1. Clean and tidy
2. No smells
3. Kitchen and bathroom floors in good condition

The priorities from that focus group are now incorporated into this lettable standard which was approved by the Tenant Scrutiny Panel in November 2011 .

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We will ensure that every home is in a fit state for letting by carefully checking that:

### 1. General

- Should be clean and tidy throughout with no rubbish left in the property.
- There should be no unpleasant odours in the property.
- Floor coverings to be cleaned before occupation.
- Satisfactory gas and electric safety certificates by approved contractors.
- There is a cold water and mains stop tap
- There is an electricity supply
- There is a gas supply (where mains gas is available)
- All supply pipes for gas and water are leak free
- Internal doors and windows open and close properly and keys provided where necessary
- That the home is free of pests and vermin
- Free from damp and mould.
- No cracked or broken glazing.
- Safety glazing to be provided to windows and doors below 800mm above floor level.
- Windows in ground floor and in vulnerable positions should be provided with locks.
- All windows to have some sort of fixing for putting up curtains.



- All doors, cupboards and windows should be operable and where applicable lockable.
- 2 smoke detectors (battery operated).
- A basic clean standard of decoration.
- Unsafe and poor quality non-standard furnishing must be removed.
- There should be sufficient power points in the property
- The home should be reasonably decorated (alternatively, if the Tenant prefers a decorating voucher will be given to the new tenants so that he/she may undertake this themselves.)
- Any door entry system works properly
- All rooms will be fitted with working energy saving light bulbs
- A communications point(s) will be fitted in an appropriate position in the home to give access to television/telephonic/IT services

## **2. Heating**

- All rooms to have some form of fixed heating.
- No gas fires accepted in the bedrooms
- Some form of water heating
- All fixed appliances to be checked, serviced and in working order.

## **3. Ventilation**

- All new windows should be able to be opened/have panes that open and/or background trickle ventilation
- Extractor fans where fitted will be checked that they work

## **4. External Decorations**

- The property will have been decorated in the past 5 years
- Guttering and down pipes to be secured and in working condition.

## **5. Stairs**

- Handrails and stair boards to be safe and secure.
- There must be at least one handrail to all staircases.

## **6. Kitchen**

- All cupboards must be secure and the doors operable.
- There should be sufficient kitchen units & worktop to suit the layout ( minimum 2 base units & 1 wall unit)
- There must be at least 2 power sockets over the worktop.
- Provision must be made for a fridge/fridge freezer power point and adequate room provided for a standard fridge/freezer to be fitted.
- There must be no polystyrene tiles in the kitchen.
- The floor covering must be suitable and in good condition.



- All gas and electric appliances must be safe and checked.

## **7. Bathroom**

- Every home has a toilet/bath/sink in working order
- Tiling should be in good condition with no tiles missing
- Electric shower if fitted must be safe or removed.
- All sanitary ware must be safe and clean.
- The floor covering must be suitable and in good condition.

## **8. Cellars/Attics**

- Left empty and clean and rubbish removed.
- The prevailing legal minimum of loft insulation will be fitted

## **9. Shed/Outhouses/Gardens**

- Garden must be cleared of any rubbish and left tidy.
- Sheds, out-building and greenhouses to be removed if unsafe or cannot be repaired.
- Garden gate must be in reasonable condition and secure.
- Grass to be trimmed and hedges cut back.
- Pathways, steps and ramps must be safe.
- There must be at least one handrail to all steps.
- Fences and walls to be in good condition and secure.

November 2011

