

Langstane Housing Association

Lettable standard – social rented homes

We want you to be happy with your new home when you move in.

This guide sets out the standard you can expect your home to meet when you get the keys to your new home - this is known as our lettable standard.

As a minimum your home will be:

- **Clean**
- **Safe**
- **Secure**
- **Warm**
- **In a good state of repair**
- **Decorated or ready for decoration**

The sections below explain each of these standards in detail.

Clean:

We will make sure:

- Your new home is clean.
- Communal areas (lobbies, pathways, outbuildings, and paving) have been checked and are clean.
- All waste and mail is cleared from your new home.

Safe:

We will make sure that:

- If appropriate, a gas safety check has been undertaken and a gas safety certificate (CP12) provided to show any gas installations comply with regulations.
- An electrical installation condition report (EICR) has been completed to show the electrics in your new home are safe.
- Smoke, heat, and carbon monoxide detectors are fully operational and meet current legislation.
- Appropriate legionella checks are carried out and shower heads and hoses are disinfected / replaced.
- Where appropriate, shower curtains are provided.
- In homes built before 2000, an asbestos survey will be undertaken. We manage any asbestos in line with the control of asbestos regulations to make sure it is not a risk. We provide clear information about asbestos and how it is safely managed.
- We show you where your fuse box, water stop tap, and, if appropriate, gas shut-off valve are, as well as other important safety features such as smoke alarms and carbon monoxide detectors.
- Fire-rated doors are fitted to the entrance of flats.
- Internal fire doors are fitted in flats and houses over two storeys.
- Your home is free from damp and condensation issues. If you notice any signs of damp or condensation during your tenancy, please let us know at once. We will investigate and take appropriate action.
- Light bulbs (lamps) are fitted in all rooms. Replacing the bulbs is then your responsibility.
- Window locks are fitted to ground floor windows where practical, and window restrictors are fitted on upper-floor windows for safety.
- Missing or damaged glazing is replaced (cloudy / misted panes may be replaced after you move in).
- Polystyrene ceiling tiles are removed before you move in.
- Floors and stair treads are secure, level, and free from trip hazards.
- Missing or damaged handrails and balustrades are repaired or replaced.
- Alterations, fixtures, or fittings that pose a health and safety risk, are removed.
- External pathways and stairs are free from trip hazards.

Secure:

We will make sure that:

- External door locks are changed, and a minimum of three keys provided.
- Spy holes and door chains are fitted to front doors where appropriate.
- Window locks and restrictors are fitted where applicable, and two keys provided.
- Door entry systems are tested and working, and entrance doors lock securely.
- External and internal communal lighting is working correctly.
- Boundary fencing and gates are in good condition, and gates close and lock properly.

Warm:

We will:

- Provide you with a copy of the energy performance certificate (EPC) for your home.
- Give you information about our energy supplier and how you can change supplier if you wish.
- Make sure that utility meters in your home are free of debt when you move in.
- Provide loft insulation to a minimum of 270mm.
- Make sure hot water tanks are insulated.
- Make sure the heating system is serviced and show you know how to use it effectively.

Good state of repair:

We will make sure:

- Your home is wind and watertight.
- Doors and windows open and close correctly.
- Kitchen and bathroom fixtures and fittings are free from chips and cracks, and work properly.
- In kitchens, we provide space for a gas or electric cooker, fridge or fridge / freezer, and a washing machine or washer / dryer, with washing machine connections in place.
- All plumbing is working properly and there are no blockages or leaks.
- Mechanical extract fans (in kitchens, bathrooms, or whole-house ventilation systems) are working properly.
- Dedicated garden areas are handed over in a manageable condition for you to maintain after you move in. If garden areas have become overgrown while the property is empty, we will tidy them before you move in.

Decorated or ready for decoration:

We will:

- Assess the quality of decoration in each room and classify it as very good, good, fair, or poor.
- Where decoration is very good or good, carry out minor repairs and leave the decoration as it is.
- Where decoration is fair, we will carry out repairs to provide a good surface for you to decorate and will provide decoration vouchers.
- Where decoration is poor, we will redecorate before you move in.

Flooring and furniture

We do not normally provide flooring or furniture as part of your tenancy. However, we will:

- Make sure bare floors are level and suitable for your chosen floor coverings.
- Offer you good-quality, well-fitted flooring left by the previous tenant. If you do not want the flooring, let us know within 7 days of getting your keys, and we will remove it at no cost. If you choose to keep the flooring, we will ask you to sign an agreement to take responsibility for it.
- Offer you good-quality, safe furniture, soft furnishings, and appliances left by the previous tenant. If you do not want them, we will remove them at no cost. If you choose to keep them, we will ask you to sign an agreement to take responsibility for them.
- Provide non-slip vinyl flooring in bathrooms with a wet-floor shower area or level-access shower.
- Provide washer-dryers in some homes that do not have access to a drying area.

Adaptations

Some of our homes have been adapted. This may include grab rails, level-access shower trays, handrails, and / or ramps. Where possible, we will allocate adapted homes to tenants who will benefit from the adaptations, but this is not always possible.

We will:

- Offer you good-quality adaptations already in the property.
- We will not remove level-access shower trays or wet-floor shower areas. However, we will remove most other adaptations at no cost to you and repair any damage caused.

If you have been offered a home that is not adapted, and you need adaptations, we will ask you to obtain an occupational therapy (OT) referral, and provide adaptations through our adaptations service. We can provide some minor adaptations without an occupational therapy assessment, such as grab rails, handrails, and lever taps.