



SOUTH LAKES HOUSING

LETTINGS STANDARD

Introduction

The purpose of this document is to outline the standard of accommodation that a South Lakes Housing customer can expect when taking a new tenancy. The aim of South Lakes Housing is to provide all our tenants with a high quality, well appointed home, which you can be proud of

In general...

- ✓ **First impression of the property are of high importance with any properties let by South Lakes Housing**
- ✓ **The property will look in good order and be clean, tidy and secure**
- ✓ **The property will be in good repair free from damp, mould dry rot, wet rot, timber decay or infestation**
- ✓ **Gullies and grids will be clean**
- ✓ **The garden will be tidy and any rubbish or collapsing sheds will be removed**
- ✓ **Fencing and gates (where applicable) will be in sound condition**
- ✓ **Gutters and downpipes will be intact and free from leaks**
- ✓ **Roofs will be in watertight condition**
- ✓ **Windows and doors will be secure and fully serviceable**

On entering the property...

- ✓ **A welcome pack will be available containing essential items**
- ✓ **Safety checks on electricity and gas have been carried out**
- ✓ **Details on how to find the fuse box and stop tap will be provide. Stop taps will have tags attached for easy identification**
- ✓ **Interior of property will be clean and fresh**
- ✓ **The property will have adequate heating facilities**
- ✓ **Upon moving into your property, please contact South Lakes Housing and arrange an appointment for a CORGI registered engineer to re-commission the gas appliances**
- ✓ **Floors and stairs where applicable will be in sound condition and have no loose floorboards**
- ✓ **Balustrades and handrails will be secure**
- ✓ **Plasterwork will be in satisfactory condition**
- ✓ **We will fix any leaks in all rooms before you move in**
- ✓ **We will clean floors and take away the carpets unless they are in a good condition**
- ✓ **We will remove polystyrene tiles**
- ✓ **If SLH feel that the property is in need of decoration, they will provide you with a decoration card/voucher for either Focus or Homebase. (In some exceptional circumstances, SLH may decorate the property)**

The kitchen...

- ✓ **We will clean cupboards and worktops inside and out**
- ✓ **Worktops will be in a good condition**
- ✓ **There will be at least a double wall unit, a sink unit and a single or double base unit dependent on space**
- ✓ **Where possible space will be available for a fridge/freezer, a washer with plumbing and drainage, cooker space with sockets below worktop and switches above. Note – due to space restrictions standard white goods may not be suitable – you may have to use slim line appliances**
- ✓ **Adequate number of sockets should be available above worktop level with a minimum of 2 double sockets**
- ✓ **Where possible we will fit plumbing for an automatic washing machine**
- ✓ **We will ensure that a gas or electric cooker point is available**

Bathroom...

- ✓ **All fittings will be clean and in good condition**
- ✓ **Toilet will be clean and have fresh water in toilet bowl**
- ✓ **Tiling and grouting will be clean and sound**
- ✓ **Seals around bath and sink will be clean and in good condition**

Boilers and equipment supplied...

- ✓ **Instructions for all equipment supplied will be available when your new tenancy starts**
- ✓ **The specialist heating contractor will ensure that a qualified operative is present at a suitable time as soon as possible after tenancy starts to give instruction on how to operate the equipment**
- ✓ **On moving into your property please contact South Lakes Housing and arrange an appointment for a CORGI engineer to re-commission the gas appliances**
- ✓ **All gas appliances will be serviced and checked**
- ✓ **Properties will be fitted with 2 hard wired smoke and CO2 detectors**

Decoration...

- ✓ **Good decoration will be left in place**
- ✓ **We want you to be able to make your home your own.**
- ✓ **To help you do this we may provide decoration vouchers dependent upon the condition of the existing decoration**

Special Needs

- ✓ **Help with Aids & Adaptations may be available if required. Please discuss this with your housing officer**
- ✓ **We recognise that some older and vulnerable people may not be able to decorate their property and so where needed, we may be able to help you decorate before you move in.**
- ✓ **Where necessary we will supply minor Aids & Adaptations on void properties**

Handy Person Scheme

- ✓ **We will make an appointment to visit within 2-3 days of you moving into your property**
- ✓ **Where necessary, we will carry out a variety of small jobs – i.e. fixing curtains, picture hooks, washing lines etc**
- ✓ **We will check the security of the doors and windows, make sure you know the location of the stop tap and provide the tenant (if they wish) with Energy Saving devices for their home**

Repairs after letting...

To enable properties to be relet earlier, we may be willing (if acceptable) to complete repairs after you move in. They will be completed within a reasonable timescale. Please discuss with the Housing Officer, should you wish to do this

Follow up visits....

A member of South Lakes Housing team will make a follow-up visit after six weeks of your tenancy commencement to ensure that you have settled into the property, to resolve any outstanding issues you may have and to obtain your feedback on the standard of the property

Further information

If you require any further information, please contact your local housing officer on: 0845 057 0080

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