

## **Property Condition & Letting Standards (Updated September 2017)**

1. This document has been produced to:
  - (a) Outline the expected condition that properties are maintained to;
  - (b) Inform a tenant ending their tenancy of the standard required upon leaving;  
and
  - (c) Detail the standard required for a property at the start of a tenancy.

### **2. Property Condition**

3. The condition of properties will be monitored on a regular basis to ensure properties are being maintained in accordance with the Tenancy Agreement and to the required condition. The strategy will be to proactively manage standards prior to tenancies being ended.
4. Assessment of the properties is carried out during routine and responsive maintenance, stock condition inspections and other necessary visits to provide a 'traffic light rating'. This will monitor and alert where action is necessary to ensure that no property deteriorates to a non-decent standard in the future.
5. Where a tenant is allowing a property to be kept in a poor, untidy condition with damage evident then action will be taken to manage the tenancy in accordance with the Tenancy Agreement, which could result in repossession or legal proceedings being taken.
6. In all instances properties will be maintained to a good standard for the health and safety of tenants. In particular gas servicing and repairs will be completed in full compliance of legal regulations.

### **7. Letting Standards**

8. When a notice to end a tenancy is received, a property inspection is undertaken within 24 hours to ensure the property achieves an acceptable letting standard. The property must be safe, clean and in a reasonable state of repair for letting at the end of the notice period.
9. Repairs and improvements will be carried out with the cooperation and agreement of the outgoing tenants during the notice period. Where actions

have been agreed with the outgoing tenants and they are not completed then a recharge for the repairs will be made.

10. The Association's representative who completes the property inspection will have discretion to agree the actions necessary for the property to meet the minimum standards. Any non-emergency repairs could be undertaken with the new tenants in occupation where their health and safety is not compromised.

11. The following are the minimum standards:

## 12. General

- (a) The decoration to all rooms is the responsibility of the tenant ensuring that they are clean, in an acceptable condition with neutral colours;
- (b) Where rooms are wallpapered it should be to good standard with no lifting or tears and be a neutral colour
- (c) Any wall art, transfers or stickers must be removed;
- (d) All standard pendant light fittings will have an energy efficient bulb installed;
- (e) Relevant gas and electrical checks are the Association's responsibility and test certificates will be issued to the new tenants;
- (f) The extractor fans in the kitchen and bathroom are working and clean;
- (g) Dampness or serious condensation not evident;
- (h) Stairs / staircases with secure / safe balustrades/handrails – along the whole length;
- (i) Windows at ground level / or vulnerable positions to be fitted with locks;
- (j) All upstairs windows, where a lock is present will have keys available;
- (k) Plasterwork /ceilings to be sound and in good condition;
- (l) A tiled backsplash will be in place for sinks / basins and bath;
- (m) One smoke alarm (with further if required and be interconnected) will be installed and working;
- (n) One carbon monoxide alarm (with further if required) will be installed and working in the room that contains the appliance;
- (o) Internal doors are not damaged and furniture is in working order;
- (p) All door locks will be changed and two keys for each door issued to the new tenants;
- (q) Any rubbish left in the bins to be sorted correctly and bins left out for collection.

### 13. Internal

- (a) All rooms to be cleaned including cupboards and sanitary fittings;
- (b) All woodwork and doors to be cleaned;
- (c) All worktops, sanitary ware, floors to be disinfected;
- (d) All internal glazing and frames to be cleaned;
- (e) All rooms and loft spaces must be clear of the belongings of the previous tenant fixtures and fittings, property and floor coverings; and
- (f) Decorations throughout to be clean, in an acceptable condition and of a neutral colour.

### 14. Kitchen

- (a) The fitted kitchen will be in good, serviceable condition.
- (b) A minimum 620mm space available for a cooker, washing machine and fridge or freezer.
- (c) Stop taps will be working and accessible (the new tenant will be advised of the location);
- (d) All electric sockets will be accessible and working.

### 15. Bathroom / WC

- (a) Bath and basin to include a chain and plug;
- (b) A new toilet seat will be provided and installed;
- (c) The bathroom will be in a good, serviceable condition, including plug and chains present, no lime scale build up, tiles and grout to be clean, the bathroom suite free from any enamel chipping with effective seals around the bath / basin;
- (d) An adequate supply of hot and cold water is available; and
- (e) The bathroom / WC door to have a privacy lock fitted.

### 16. External

- (a) Down pipes and guttering is clean, running free and in good working order;
- (b) Windows and doors are secure and fully serviceable with glazing intact;
- (c) Gardens are clear of rubbish and in a tidy condition;
- (d) Functional washing / washing rotary line is present;
- (e) Existing unattached outhouses / sheds within the boundary of the property to be in good state of repair and lockable; and
- (f) A clear record will be provided to the tenant of all boundaries – fenced or with hedgerow – which details which are theirs and which are the Association's responsibility.

17. Documentation

18. The following documents will be provided to a tenant at the beginning of a tenancy:

- (a) Energy Performance Certificate;
- (b) Gas Safety Check Certificate (where a property has gas or oil);
- (c) A plan showing boundary responsibilities;
- (d) Electrical Safety Certificate; and
- (e) A copy of the property's Fire Risk Assessment.