

Council Housing Management Service

LETTABLE STANDARD



Our Lettable Standard provides you with reassurance of our commitment in promising you a good quality home that you feel safe in, is clean, comfortable and in a good state of repair. If you do not think your home meets this lettable standard, please refer to your welcome pack for further information and advice.



Bathrooms and toilets

All bathroom and toilet fixtures, fittings and tiles will be in clean and good working order, with a new toilet seat and shower curtain installed.



Cleaning

We will clean your home before you move in and this will include removal of all rubbish from the previous tenant and/or building work. We will clean all hard surfaces and floors will be swept and mopped.



Decoration

All walls and ceilings in your home will be clean and free from graffiti with no major cracks. You are responsible for decorating the inside of your home which may include filling small holes and cracks.

We recommend you take your time when stripping any wallpaper and carry this out on a room-by-room basis, rather than all the rooms at once as we will not be aware of the condition of the plasterwork.

If plastering works are required, then inspections will need to be carried out to assess the amount of work required. Jobs will then need to be raised and planned in with our day-to-day maintenance team.





Electrics

All electrics in your home, including smoke alarms and carbon monoxide detectors will be tested and will have a valid safety certificate which will also be provided to you.



Energy efficiency

Investment works have been made to improve the energy of your home, which will help reduce running costs and your carbon output. These include:

- ✓ Loft insulation
- ✓ Cavity and solid wall insulation
- ✓ Double glazing
- ✓ Full range of heating controls
- ✓ Energy efficiency light bulbs

You will be provided with a copy of your home's energy performance certificate which will summarise the energy efficiency of your home and include tips about the most cost-effective ways to improve your home energy rating.



Floors

All floors and fixed floor coverings will be in good and safe condition. Any fixed floor coverings (carpet/laminate) that have been left in good condition by the previous tenants will remain in situ or can be removed if not required. Any fixed floor coverings are the responsibility of the tenant.



Garden

All gardens will be cut back, and any hazards or rubbish removed and left in a condition maintainable for you. The boundaries to your home will be marked by some form of fencing/wall. We will not install new dividing fencing.





Gas and heating

The gas supply will be capped off when you move into your home. We will carry out a full gas safety check to ensure that the heating system is in good working order, once you tell us the supply is on. The engineer will also show you how to use the heating controls.



Kitchens

Kitchen units, worktops, wall tiling and sinks will be clean and in good working order. There will be an electric and gas cooker point (where gas is fitted) available to connect your cooker.

Your own appliances such as washing machines, dishwashers, dryers, and other electrical appliances are your responsibility to safely install. It is also your responsibility to arrange a connection of your gas and electric cooker by a gas safe/electrical registered engineer.



Home contents insurance

We do not insure your furniture, belongings or decorations against theft, fire, vandalism and burst pipes. We strongly recommend you take out your own home contents insurance, either by making your own arrangements or with our special scheme, which is detailed in your welcome pack.



Miscellaneous

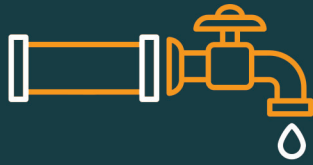
Major and/or minor adaptations will be retained where possible to benefit the incoming tenant. In flats (where fitted) the intercom system will be fully functional.



Paving

All paving within the boundaries of your home (the main path from the pavement to the front/side/back doors) will be made safe and free from tripping hazards. Any other areas of concrete or flags are your responsibility.





Water supplies

All pipework and waste within your home will be inspected to ensure they are working correctly and free from leaks and any other defects. Your home will have a stop tap or a surestop water switch to turn off the water supply in the event of a flood or burst pipe. Your home will receive a legionella test, prior to you moving in.



Welcome pack

When you move into your home, you will be provided with a welcome pack, that will include useful information about your new home.



Windows and glazing

All windows and frames will be in a secure, safe working order and free from any cracked or broken glazing and will open and close easily. Window keys will be supplied where locks are fitted.

Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at: equalities@cheshirewestandchester.gov.uk

You can also telephone: **0300 123 8 123**
or textphone: **18001 0300 123 8 123**
website: www.cheshirewestandchester.gov.uk

For more information

We're all for keeping things simple. You can contact us by:

Website: www.cheshirewestandchester.gov.uk

Telephone: 0300 123 7724

0300 numbers are charged at local rate from both landline and mobile phones and can also be deducted from any inclusive free minutes you may have. This means it should cost you less to call us from a mobile.

