

## NWLDC Empty Homes Lettable Standard

The purpose of this document is to ensure that a consistent, minimum lettable standard is achieved and that all our properties are offered in a good state of repair and are clean, safe and secure.

### External Windows and Doors

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- Windows and doors will be secure, watertight and able to open and close freely.
- We will change the external locks and you will receive 2 keys for each external door to the property.
- Fit window restrictors to the upstairs windows as long as this is not breaching any fire regulations and in line with Fensa guidance.
- Misted double glazed units will be identified and referred to the repairs team for replacement.

### Internal Woodwork

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- The staircase will be safe to use with a secured handrail on one-side for the length of the staircase.
- Internal woodwork will be free from decay and defects excludes decorative finish.
- Any damaged floorboards will be replaced and loose floorboards secured.
- Internal doors will open and close freely.
- All skirting boards, architraves and door frames will be securely fitted.

### Ceilings, Wall & Floors

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- Blown plaster will be patch repaired or areas renewed for large areas
- Polystyrene ceiling tiles will be removed and ceiling made good. This excludes decorative finish.
- Ceilings, walls and floors will be free of cracks. This excludes cracks which can be filled with decorative filler.
- In kitchen and bathroom we will replace any damaged floor tiles/ flooring with the closest match available.
- Other flooring areas will be levelled and made good ready for the new tenants flooring.

### Kitchens

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- The kitchen will be functional and serviceable. Units, doors, drawers, worktops will be securely fitted to allow for the incoming tenant to maintain.
- Kitchen cupboard doors and drawers will open and close freely.
- Taps will be securely fitted and free from leaks / drips.
- A [sure stop](#), or similar isolator valve will be fitted to the incoming main to allow the water supply to be isolated and prevent excessive damage being caused in the event of a leak. This is to be in an accessible location which can include inside a cupboard as long as it is at the front of the cupboard, to ensure quick access.
- In Sheltered and secured properties lever taps will be fitted, if not present.
- A space will be provided for a cooker with either an electric or gas connection with one electric cooker switch. You will need to arrange for a gas safe engineer or a qualified electrician to install your cooker.
- We will provide a space for a fridge depending on space available.
- Where space allows, a space will be left for a washing machine with access to a washing machine connector via a hole in the carcass. Washing machine connections will not be provided if there is a laundry room provided within the building.
- Kitchen areas will be left clean condition.

### Bathrooms

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- Each property will have a wash hand basin, toilet and either a bath or shower with plugs and chains provided.

- Bathroom and toilet fittings, including taps will be in a clean condition without leaks.
- The toilet seat, shower head, curtain and hose will be replaced. You should run your shower for at least 5 minutes prior to using it for the first time and every 4 weeks, if the shower is not used.
- In Sheltered and secured properties lever taps will be fitted, if not present.
- The toilet will work properly and all sanitary fittings will be securely fitted and free from leaks / drips.
- There will be at least two rows of tiled splash back to the bath and basin, providing the basin is not directly below a window, in which case one row may have to be fitted. All mastic seals will be in good condition.
- For wet rooms, any flooring and tiling that is installed will be adequate for shower use.

## Services

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- British gas will be your gas and electricity supplier at the beginning of your tenancy. Once you have moved in you may change your supplier at any time.
- You will receive copy of the Gas Safe, Electrical and Energy Performance certificates in your property pack. For solid fuel properties you will receive a service certificate dated within the last 12 months and the property will be rechecked during the empty homes process.
- For your safety, we are legally required to check and service the gas boilers every year, solid fuel every 6 months and periodic checks of your electrics. As part of your tenancy agreement you are required to give access to your property for these visits.
- All smoke alarms and Carbon CO alarms will be installed and operational in line with current guidelines. You will be shown how to test these at your property showing visit.
- Disabled adaptations will remain where suitable. Where not required by the incoming tenant, stair lifts will be removed.
- Properties installed with gas - You will be required to contact our helpdesk on 01530 454635 to arrange your gas uncap and tenant education visit.
- Properties installed with Air Source Heat Pumps – You will be required to contact our dedicated contractors helpdesk on 800 8030041 to arrange your commissioning and tenant education visit.
- Properties with storage heaters – as part of your property showing visit you will be shown how the storage heaters work.

## Decorations

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- Existing decorations will be left intact wherever possible if it is deemed to be clean and in good condition, although it may not be to your taste.
- Decorating vouchers may be available to incoming tenants where decoration has not met the required standard. This would need to be agreed with your housing officer.

## Cleanliness

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The property will be cleaned throughout. However, dust may have settled by the time you move in.

## Property Externals

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- Roofs, chimneys, fascia's and soffits, will be secure and watertight.
- Gutters and pipe work will be secure and free of leaks and blockages.
- Outbuildings attached to the property will be structurally safe with a working door and lock.
- Free standing brick / prefab outbuildings will be structurally safe with a working door and lock. These are classed as a non standard items and will be maintained until they are beyond economic repair. At which point they will be removed and the area made good.
- Driveways will be left in place where there is a dropped kerb and in good condition as long as they meet the current regulations and were installed correctly. Where existing driveways do not meet the required standard they are classed and treated as hardstanding's.
- Integral Garages- will be structurally safe with a working door and lock.

- Pathways – We will repair / replace damaged paving slabs or concrete areas that lead to the front door, side or back door that could cause a trip hazard. Other hardstanding areas that are in good condition will be left at the property. However these may be removed if they become unsafe in the future.
- Other hard standings not deemed to be safe will be removed and not replaced at the empty homes stage.

## **Gardens**

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- The garden will be cleared of rubbish. It is your responsibility to tidy the garden and keep it tidy.
- Damaged Fencing – Small areas will be repaired / replaced during the empty homes stage. Large areas of fencing will be completed within a timescale to be agreed with yourself.
- Where required, hedges and bushes will be cut to a manageable level, so the incoming tenant can maintain.
- A rotary dryer holder will be located in all rear gardens for the tenants own rotary dryer.

## **Permissions and Property Alterations**

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Other than basic painting decorations, if you wish to make changes to your home you will need to follow the 'Tenants guide to permissions and property alterations' found online and located in your property pack. Basic decoration does not include removing door frames, skirting and architrave as these require permission.

## **Fixtures and Fittings**

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Where an outgoing tenant has left fixtures or fittings in the property that are in a reasonable state of repair and are of benefit to the incoming tenant; the Council will maintain these whilst it is economical to do so.

At the point that the fixture or fitting is no longer economical to repair it will normally be removed and any resulting work completed to make good. Alternatively at this point the tenant may apply for permission to take responsibility for the item and maintain or replace at their own expense. Permission will not be unreasonably withheld.

A list of items to which this section relates will be clearly agreed with the tenant before the tenancy starts.

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