

Vale of Aylesbury Housing - Lettings Standard

This document outlines the standards that a new Vale of Aylesbury Housing resident can expect when entering into a new tenancy agreement for one of our properties.

It is the aim of Vale of Aylesbury Housing (the Trust) to provide all of our residents with a safe, well maintained property in which they can set up home.

First Impressions

Vale of Aylesbury Housing places a good first impression of the properties we let very highly. By this we mean the property will look well maintained, be safe and clean and tidy.

To achieve this we will ensure that:

- There will be no old mail or newspapers left behind the main entrance door
- The property will be clean (this includes windows, interior and inside kitchen units) and be free from odour
- The property will be free from damp, timber decay, wet rot or insect infestation
- Replace pathways that are in a general state of disrepair e.g. cracked, spalling and uneven in particular to supported housing and general need bungalows (minimum width 850mm wide)
- To remove all debris from garden including glass and other materials that may present a hazard to incoming tenants.
- Garden clearances to be carried out within 10 days of commencement of your new tenancy
- Asbestos sheds will be removed if damaged and the structure to shed is unsound
- All rainwater goods to be intact and free from leaks
- Light dimly lit areas, pathways to ground floor flats without communal entrances and supported housing and general needs bungalows.
- The property will be weatherproof
- Treat any mould to walls prior to re-let with antifungal solution and a coat of sealer
- Strip paper to walls if badly torn, graffiti or soiled
- Fill holes, cracks to walls and apply sealer coat to walls to provide a reasonable prepared surface for tenants to paint.
- Any alterations made by the previous tenants that are unsafe or do not conform to building regulations will be removed

You and your safety

The safety of our Residents is of paramount importance to us. To ensure this, various safety checks are carried out before you move into your new home. There are two main safety checks. These are:

- **Gas Safety Check**

A thorough Safety Check will be carried out by a CORGI registered engineer on all gas appliances (where applicable) that are provided by the Trust and any consequential works completed.

All gas appliances will also be serviced as a matter of course. You will then be contacted shortly before the first anniversary of the Safety Check date by our appointed gas servicing contractor to arrange the annual service of your gas appliances. The Trust appreciates your assistance in fulfilling our legal obligation.

Any gas cookers and non-standard items left by the previous resident will be disconnected and removed.

- **Electrical Checks**

Electrical Period Inspection and Testing on all voids in accordance with HSE and NICEIC regulations will be carried out and any consequential works completed.

Any non-standard electrical appliances left by the previous resident will be disconnected and removed.

All necessary and relevant certificates regarding gas and electrical safety in your property will be included in your new tenancy pack provided by your Lettings Officer.

The Trust also provides other facilities and services to ensure your safety. These are:

- **Smoke Detectors**

We will ensure a minimum of one mains operated smoke detector in a flat or bungalow and two in a house (one at the bottom of the stairs and one at the top). Where a battery operated smoke detector is fitted it shall be replaced with a mains operated unit, as above.

- **Solid Fuel Appliances**

Any solid fuel appliances will be serviced and the chimney swept where appropriate.

Any bedroom fireplaces will be removed, the openings blocked up and the walls finished to a good standard.

- **Air Vents**

Shall be free of obstruction and allow a free passage of air.

Your bathroom

Before you move into your property, we will:

- **Baths** - Check for defects, if they are chipped or badly stained then they will be replaced and plug and chain shall be in place.
- **Over bath Showers** - Shall be checked for safety and left in working order. Will be removed if not serviceable or if not tiled to the height of the showerhead.
- **Wash Hand Basin** - shall be free from cracks and plug and chain shall be in place.
- **WC Suite** - shall be secure, free from cracks and be clean or cleanable and free from major staining.
 - Flushing mechanism shall be functional.
 - A new toilet seat shall be fitted in every case.
- **Tiling & grouting** - will be clean and sound
- **Windows** - shall have frosted glass

Your kitchen

Our aim is to provide a kitchen which is convenient to use and which suits the needs of the tenant. If a property is pre-allocated before arranging to do any major work to improve a kitchen, we will consult the tenant on the layout and give as much choice as possible, taking into account the size of the kitchen and any constraints on the plumbing.

In the case of pre-allocation if the tenant wishes, we will remove walk-in larders and make good the walls and floor. As a minimum we aim to provide:

- Sink and drainer within a double base unit to a good standard of finish
- One double base unit
- One double wall unit
- In addition to the above, where space permits, extra units will be fitted to comply with the Trust's storage capacity guidelines.
- Sufficient worktop, taking into account the tenant's preferences (where pre-allocated) and space for tall appliances such as fridge/freezers;
- Four electric power points in convenient locations, in addition to the cooker consumer unit plus an appropriately placed power point for a fridge;
- Where the property has gas, we will also provide a point for a gas cooker;
- Wall tiles to replace any which are broken or missing; and
- Provided that there is an appropriate space, ensure that there is plumbing and wiring to install a domestic automatic washing machine.
- All existing units shall be cleanable, sound and free from major scoring.
- Handles and closures shall be secure

- All tiling and grouting to be sound and secure. A minimum of two rows of tiles to act as splash-back.

In general

Plumbing

- Ensure that taps are in good working order and free from leaks.
- Wheel valves to hot water cylinder in working order.
- Immersion heater (if fitted) in working order. If an immersion heater does not exist, one will be fitted.
- All properties will be drained down from the 01st November to 30 April to avoid damage from frost.

Ceilings

- Generally, apply sealer coat to ceilings that may be water stained.
- Treat any mould to ceilings prior to re-let.
- Patch in damaged aertex ceilings that have a stippled aertex finish if and where it is possible.
- Ceilings damaged following a removal of a ceiling rose or strip lighting are to be skimmed over.
- All cracks to ceilings to be skimmed over.
- Plaster coving to remain.
- All polystyrene ceiling tiles will be removed and ceilings skimmed over

Floors

- Lay sheet vinyl to bathroom and kitchen floors to all properties.
- Carpet tiles to be laid where previously laid (Vale House, sheltered schemes).
- Damaged or split floorboards are to be replaced.
- Replace floor boards where stained or damaged by urine or faeces.
- Where floor tiles are old, brittle, cracking and easily lifting over large areas such as hallways and lounges are to be removed and not replaced, except to support housing schemes and general needs bungalows.
- Carpets to remain only by prior agreement with Lettings.
- Grippers to remain unless agreed with incoming tenants to remove.

Stairs

- Stair treads and risers shall be secure. Banisters, balustrades and handrails shall be in place and secure.

Doors

- Shall be securely hung, free from major defects, freely open and be capable of being fully closed.
- Two keys will be provided for each external door lock. All external door locks will be new and installed on completion of the works and prior to the start of a new tenancy.
- Door furniture will be in good working order.
- Glazing shall be to appropriate British Standard.

Windows

- Shall be capable of being fully closed and latched.
- Glazing should not be cracked.
- Double glazing with a major failure will be replaced.
- Curtain battens will remain where previously installed but new battens will not be installed to windows where a curtain pole previously existed.

Fencing/Gates

The Trust will replace fencing when:

- The existing is in poor condition and in a general state of disrepair.
- Where none has existed previously.
- Where necessary to define boundaries.
- Where property fronts a main road.
- Replace gate if in poor condition and if property fronts main road.

After You Have Moved In

Within four weeks of you moving into your new home, the Neighbourhood Manager for your area will visit you to obtain your feedback on the standard of the property and to discuss any outstanding issues.