

St Albans City & District Council

Lettable Standards



General Information

The lettable standard is the minimum standard of repair that you can expect to find when you move into one of our properties. This should not be confused with the Decent Homes Standard. This is a separate standard established by the Government to 'ensure that all social housing meets set standards of decency'.

Any Decent Homes work required to your home will be carried out in accordance with our Capital Works Programme.

Doors and windows

- All external doors will have new locks, including any patio or balcony doors where applicable. Copies of keys are not retained by the Council following sign up.
- Three keys or fobs will be provided for any communal entrance. There will be a recharge for any lost keys or fobs.
- Age restricted properties have suited locks.
- Internal doors will not have any glass panels.
- All fire doors will meet current Fire Safety Regulations. For flats this will include the main front door.
- All windows will open and close easily. They will all fasten securely.
- All windows above second floor will have restrictors to limit how far they open.
- All bathroom and toilet windows will have frosted glass.



Hall, stairs and landing

- Handrails will be secure and at least one will be provided.
- The treads and risers will be safe and secure.

Kitchens

- All cupboards and drawers will open and close correctly.
- Wall and base units will be fitted in line with the size of the kitchen. There will be at least one base unit, one wall unit, sink and drainer and one drawer. All base units will have a work surface above them.
- The work tops will be free from damage.
- A work surface will be fitted either side of the cooker space. No units will be fitted above or immediately to either side of this space.
- The space for the cooker will be a minimum of 620mm wide.

- There will be either a gas or electric cooker point. Where possible both will be available. If the type provided is not to your choice, you will be responsible for arranging an alternative supply.
- There will be at least three rows of tiles above all work surfaces and the cooker top.
- The flooring will be non-slip. You must not change this without obtaining written consent.
- The stop cock will work properly, its location will be provided to you.
- There will be a space for a washing machine and undercounter fridge. Where there is room, a space will be provided for a fridge freezer.
- The washing machine space will have connections to the water and waste pipes. It is your responsibility to arrange connection.
- White goods are not provided.
- There will be hot and cold running water, the taps will work properly.
- A plug and chain will be fitted to the sink.
- There will be no rust to the sink or taps.



Bathroom and toilet

- The bathroom will have a wash hand basin, toilet and bath or shower.
- A new toilet seat will be provided.
- All taps will be in working order.
- A plug and chain will be fitted to the wash hand basin and bath.
- There will be no cracks to either the bath or the wash hand basin.
- Three rows of tiles will be provided around the bath and above the wash hand basin unless the position of the window prevents this.
- Where the property has been adapted with a level access shower or over bath shower, this area will be fully tiled and in working order.
- The mixer shower attachment is for hair rinsing purposes only and will be fitted no higher than three tiles above the taps.
- Bathroom and toilet flooring will be non-slip. You must not change this without written consent.



Floors

- Floorboards will be even and secure. There will be no nails or carpet staples sticking out.
- Gripper rods will be removed and the floor to this area will be left level.
- We do retain floor covering left by the previous occupant where possible and provided it is in very good condition. This will be gifted to you, and you will be responsible for maintaining and replacing.
- Laminate flooring is not permitted above ground floor level.
- Kitchen and bathroom flooring will be non-slip. You must not change this without written consent.

Decoration

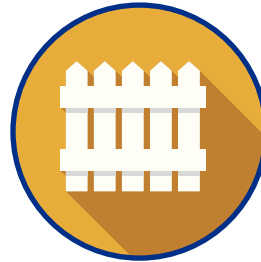
- All properties are decorated in white at void stage. Where wallpaper has been damaged, torn, or is coming away from the wall this will be stripped, and the walls will be made good if required and painted.
- You are responsible for any future decoration inside your property, including stripping wallpaper. Any blown plaster will be repaired / renewed by the day-to-day repair team. You are responsible for filling any small holes or cracks as part of the redecoration process.
- We remove Polystyrene ceiling tiles from all rooms, make good and decorate.



- Internal woodwork will be in situ, free from visible decay and clean.
- You will be expected to leave the property in the same condition when you return it to the Council.

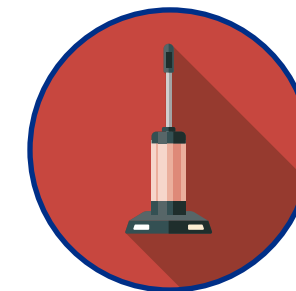
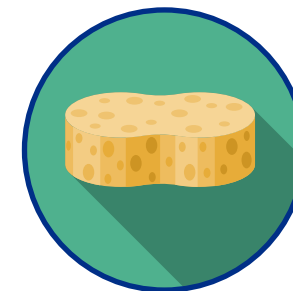
Outside spaces

- Pathways will be in a sound and safe condition. Any trip hazards will be made safe.
- Roofs, walls, gutters, and downpipes will be safe.
- Any greenhouses or wooden sheds from the previous tenancy will be removed. Any concrete base will be retained if it is safe to do so.
- Ponds will have been filled in.
- Grassed areas for private gardens will be cut, and any shrubs left in a manageable condition. You will be responsible for maintaining any private garden during your tenancy.
- We do not provide or maintain dividing fences unless they boarder a road, public footpath, or public land.
- You will be advised whether your tenancy has any personal outside space or a communal area.
- You will be advised of any shed or store that forms part of your tenancy, provided its location is known.



Cleaning

- All hard, concrete, or tiled floors will have been swept and mopped ready for you to fit your own flooring.
- Laminate flooring of any description is not permitted to any area above the ground floor.
- Built in storage will have been swept and mopped.
- All fixtures, fittings, windowsills and ledges, radiators, pipes, door and window handles, and window frames will have been wiped clean.
- Cobwebs will have been removed from walls, ceilings, and cupboards.
- The inside and outside of kitchen cupboards and drawers will have been washed.
- Kitchen sinks, taps, plugs, work surfaces, tiles including grouting or sealant will have been washed.
- The bath, wash hand basin, taps, toilet, pipes, and any shower will have been cleaned.



Post tenancy and external repairs

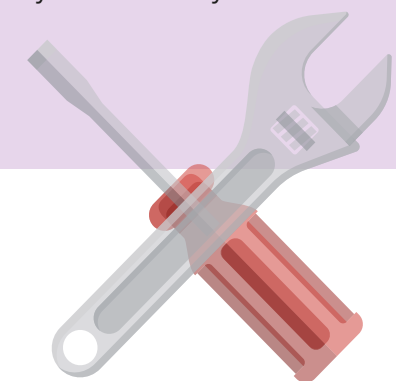
You will be given an Outstanding Works Form at sign up detailing any works which need to be completed after you have moved in. You will need to arrange an appointment with our contractors using the contact details on the form, or by calling **01727 819256** or emailing stalbans.voids@morgansindall.com

Adaptations

Any aids and adaptations left in the property will be clean and in good condition. These will not be replaced after you have moved in and you must not remove them, even if you no longer require them.

Recharges

Please leave your property in the same condition as you received it. Removing all items from the property and making good any damage or unauthorised alterations. Any damage or clearance will be recharged at the end of your tenancy.



Gas, electricity and water



- Wherever possible we look to move all empty properties to British Gas. This is not guaranteed, and you are able to choose your supplier once your tenancy has started. You will be responsible for any cross over period if you choose to change your supplier.
- We will pay for any services used while your property was empty, up to the point your tenancy starts.
- You must take meter readings on the day you move in and set up an account in your name with British Gas or the current supplier of the property.
- Affinity Water provide the water to your home. You will need to contact them and set up an account in your name.

Gas

Your gas supply will be safe and will have been disconnected from the main supply. You will receive a copy of the gas certificate at sign up. You will need to contact **Watret** on **01727 873765** and arrange for your gas to be reconnected. If a Pay as You Go meter has been fitted, you will need to make sure there is credit on the meter to allow this to be undertaken.

Heating

- Your property will have either gas or electric heating.
- There will be radiators or electric heaters in each room.
- We do not permit solid fuel appliances in any properties. If you install this, you will be required to remove it and reinstate the property to its original condition at your own cost.

Electric

- The electric supply and wiring will be safe.
- Electrical sockets will be safe to use and standard fittings.
- With the exception of the bathroom, all rooms will have at least one socket.
- The kitchen will have at least two double sockets and a cooker point / socket.
- You will receive a copy of the electric certificate at sign up.

Energy efficiency

You will be given an Energy Performance Certificate (EPC) for your property at sign up. This shows the energy rating of your home.



Home safety

- Smoke, heat and carbon monoxide alarms will be installed, secure and working.
- You must not remove or tamper with these.
- A full asbestos survey is undertaken at void stage.
- Any asbestos in the property will be safe. It will remain safe if left undisturbed and in good condition.
- We are responsible for managing and removing asbestos.
- Do not attempt to repair, rub down or sand any textured surfaces.

Aerials

- Communal aerials may be provided for blocks of flats, and your home will be connected to this.
- We do not provide aerials for houses.
- You must not install a satellite dish on any property without obtaining written consent from the housing department.
- It is your responsibility to purchase a TV licence for your home.

Programmed works

If any capital works have been requested for your property at void stage, these will be added to the Capital Programme. The Capital Team will contact you to confirm which programme these have been added to.

Ending your tenancy

If you wish to end your tenancy, please contact your Housing Management Officer, who can guide you through the process.

You will need to:

- Provide four weeks written notice.
- Allow a pre void inspection to be completed.
- Complete a Termination of Tenancy Form which can be found on our website.
- Return the keys and termination to our Main Reception.
- Clear the property, garden and any shed or garage of all possessions. You will be recharged for all items left at the property.
- Leave the property in a clean and tidy condition.



