

LETTABLE STANDARD

INFORMATION SHEET 16



This leaflet outlines the Easthall Park Lettable Standard. This is the standard you can expect when you move into your new home. It is our aim to provide tenants with a high quality home which they can be proud of.

Work to ensure the property meets the lettable standard should be carried out before you move in. However, certain works may be undertaken after the property has been re-let. This is done to minimise the time that the property is empty and help you move in quickly.

Our Standard

External (where applicable)

- Sheds, cellars, outbuildings are cleared of all contents.
- Boundaries, whether fences or walls, are in a reasonable and safe condition. Gates, particularly to rear gardens, are secure.
- Gardens are cleared of rubbish.
- Paths and driveways are in safe condition.

Energy Efficiency

- An Energy Performance Certificate will be provided that outlines how energy efficient your new home is.

Roofs and guttering

- All roofs are watertight.
- Gutters/downpipes are in good working order, free-flowing and take rainwater to discharge points.

External joinery and windows

- External paintwork to windows are attended to on a repeat programme, approximately every 5 years. If prior to the letting external decorations are found to be in a very poor state, we will try, where possible, to bring the programmed works forward.
- Windows will open and close without defect.
- All glazing is in good condition.

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Internal – general

- All furniture, rubbish etc is cleared.
- There should be no insect or rodent infestations.
- The property is clean and hygienic.
- All fixtures and fittings are washed clean.
- All floors are swept and cleaned.

Doors

- Doors are in good condition and working properly.
- Front doors and flat entrance doors are fitted with a secure locking mechanism.
- Where relevant, rear tenement close doors will be fitted with secure locking mechanism.

Floors and skirting

- All loose and missing floorboards to be re-secured/replaced.
- Floor surface to be even to allow carpets to be laid.
- Missing or badly damaged skirting/facings to be replaced. If possible to be repaired – should be re-secured.

Walls and ceilings

- There are no major cracks or loose plaster.
- There are no inflammable ceiling tiles in place.
- There is no rising damp.

Woodwork and stairs

- All internal woodwork is free from serious defects.
- Stairs are secure, free from major defects and fitted with handrails to comply with building regulations.

Electrical installation

- All electrics have been subject to a check and a certificate of inspection issued to you.

Gas and installation

- The gas installations have been tested by a Gas Safe registered contractor and you should have a copy of the CP12 certificate issued (Gas Safety certificate).
- The existing heating system has been serviced.

Plumbing installation and bathroom

- All sanitary fittings including cisterns, ball-valves, wastes, taps, overflows etc have been tested for leaks and left in full working order.
- Where replacement of a part of the bathroom suite is required, the available colour match should be investigated. If colour match is not found a 3 piece white bathroom suite will be installed.
- Extractor fans to internal bathroom have been checked and left in working order.
- Any electric shower will be included in the electric check.

Kitchen

- All kitchen units will be clean inside and out, secured to the wall and will be in sound condition.
- Cooker gas supply has been checked as part of gas installation.
- Where applicable, space for white goods is provided, with water supplies for washing machines.

Planned and cyclical programmes

- Each year the Co-operative produces an investment leaflet that highlights the cyclical (e.g. gas inspections) and planned work (e.g. new replacement kitchen) programmed for your property.



If you want to be included in influencing our services you can join “Your Voice - Your Choice”, our tenants panel. For further information see our “Your Voice - Your Choice” leaflet.

This leaflet is one of a series of information sheets provided by Easthall Park Housing Co-operative.

Others that have been provided include:

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| 1. Service Standards | 11. Guide to Environmental Services |
| 2. Alterations and Improvements | 12. How to pay your rent |
| 3. Repair Priorities | 13. Rent Arrears |
| 4. Keeping your home in good repair | 14. Eviction |
| 5. Succession to a tenancy | 15. Ending your tenancy |
| 6. Abandoned houses | 16. Lettable Standard |
| 7. Rechargeable repairs | 17. Gas Servicing |
| 8. “Your Voice - Your Choice” | 18. Tenant Surveys |
| 9. Right to Repair | 19. Former Tenant arrears |
| 10. Complaints | 20. Mutual Exchange |
| | 21. ASBO |

We always welcome your views and comments about improving our service.

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception.

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