

Stevenage Borough Council

Lettable Standard



Stevenage Borough Council (SBC) have agreed a lettable standard that empty properties must meet before they are let. This is a guide to give you (the new tenant) an idea of the expected minimum condition of property that has been allocated to you set out in the specification below.

About your home: The majority of SBC's properties were built in the immediate post second world war years up to the 1960s with some newer properties being completed in recent years. Housing designs have changed throughout the years and lay out and size may vary over each area of the town.

The council's responsibilities: To provide you (the new tenant) with a home:

- That is safe, warm and of the required quality to be compliant with the latest legislation and regulatory standards.
- With all certifications on sign up to confirm that all the relevant work has taken place: Asbestos survey, Gas and Electrical Checks and fire risk assessments, water risk assessments and lift safety checks where appropriate), EPC (energy performance certificate).
- With Smoke Alarms and Carbon Monoxide Alarms fitted and tested.
- That are modern in terms of decent homes* standards.
- That any outstanding repairs to the property that could pose a risk to health and safety will be identified and resolved before the property is ready to let.

The new tenant's responsibilities:

- **Decoration:** Your new home may not be decorated to your taste but it will be let to you ready to be decorated. The council may provide a decorating voucher when you move into your new home, however it is your responsibility to decorate the property (unless you are moving into Independent Living accommodation, which will be decorated where necessary).

- **Carpets/flooring:** The kitchen and bathroom/ wc will be fitted with standard non slip flooring. The Council will not provide carpets or flooring as standard in other rooms. In some instances where carpet or flooring in good condition has been left by the previous tenant or provided by the Council you will be required to sign for this as a gift taking full responsibility for repairs, disposal and replacement.
- **White goods and furniture:** The Council will not provide any furnishings for your home as standard. In some instances where furnishings have been provided you will be required to sign for this as a gift taking full responsibility for repairs, disposal and replacement. Any electrical goods will have had the relevant safety tests.
- **Removal costs:** Moving home and the costs involved.
- **Minor repairs & maintenance:** You are responsible for the repair and maintenance of some items within your home. These are listed in your Tenancy Agreement and the Repairs and Maintenance Policy a copy of which can be found on the Council's website. **LINK TO BE ADDED ONCE PUBLISHED** These include toilet seats, tap washers and chains, and plugs for sinks, baths, and basins.
- **Appliances:** Please note it is your responsibility to arrange for appliances to be connected by a qualified engineer.

Kitchen

Kitchen units:

- All doors and drawers secure and fully operational
- All units and worktops should be clean, have tiled splash backs, be sound and sealed. Worktops should be replaced if damaged.

Sink:

- Sinks to be clean and free of rust and stains with no leaks and free flowing waste. Plugs and chains to be secure.
- Taps to be clean, easy to operate, marked hot and cold and drip free.
- Two rows of tiles or similar splash-back to be provided on the walls above the work surface and sink and be in clean condition, secure with no cracks.

Cooker points:

- Gas: clean and capped off with bayonet removed, ready for cooker to be fitted by a Gas Safe engineer.
- Electric: power point supplied and clean, ready for cooker to be installed.

Plumbing:

- Plumbing for washing machine to be provided.
- Valves and waste connections should be left ready for use.
- Hot and cold valves clean and easy to open and close. Valves to be drip free and marked hot and cold. Waste pipe to be secure and drip-free.

Acceptable standard



Unacceptable standard



Bathroom / WC

Bath:

- The bath panel and shower will be clean, secure, free from chips and sealed where bath edges meet the tiling. The plug and chain to be secure. There shall be no leaks with free-flowing waste.

Toilet pan/seat/cistern:

- To be secure, clean and easy to flush with a new seat.

Wash hand basin:

- To be provided in each WC. Basins to be secure, free from chips and provided with a plug and secure chain. There shall be no leaks and free flowing waste.

Taps:

- To be secure, clean, easy to operate, drip free and marked hot and cold.

Tiles:

- Two rows of tiles or similar splashback to be provided above the wash hand basin and three rows of tiles above the bath. Tiling to be clean, intact, with no cracks. Grout to be renewed where necessary.

Extractor fans and duct cover:

- To be cleaned and free of dirt and dust.

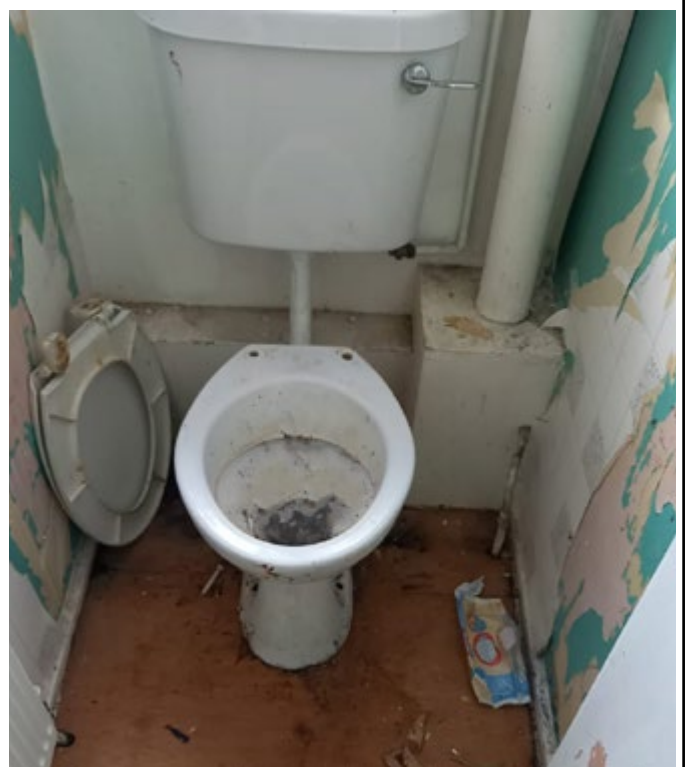
Shower:

- Showers will be left in place only where serviceable.

Acceptable standard



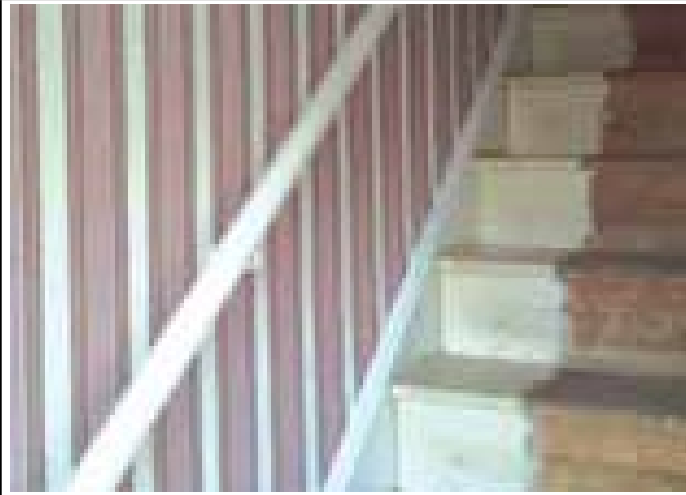
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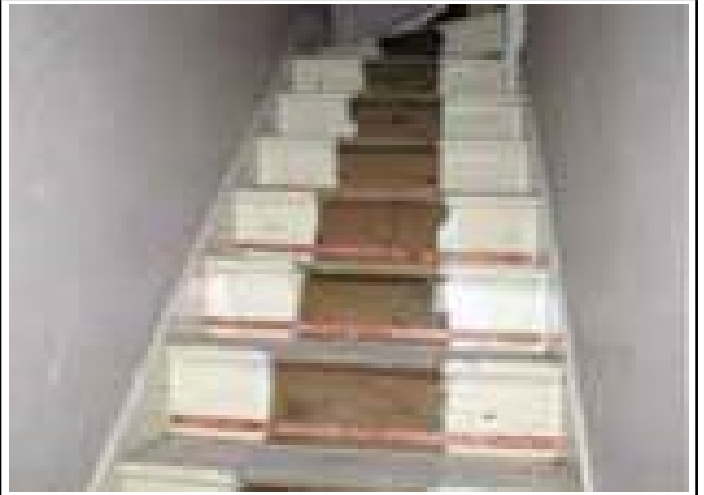
Staircase and handrails

- There should be at least one handrail per staircase. Handrails, steps, balustrades, Newell posts and treads to be securely fitted. The gap between balustrades will be no wider than 100 mm.

Acceptable standard



Unacceptable standard



Windows and doors

Doors:

- All doors both internal and external will be in good working order with the ability to open and close easily. New locks will be fitted to all external dwelling doors.
- Front doors to flats must be fitted with a fire door compliant with the British Standard, and if a letterbox is provided this must comply with current building regulations i.e. provided with fire resistant seals.

Windows:

- Security locks to be provided to windows on the ground floor.
- Glazing must be intact and secure with any broken windows to be replaced.
- Windows must be easy to open and close and safety catches operational.
- Window restrictors to be fitted to all casements above ground floor level. Keys to be available at the time of letting.

Acceptable standard



Unacceptable standard



Flooring

- Non slip vinyl flooring fitted in kitchen and bathroom / WC - This will be clean, intact, secure, level and free of trip or slip hazards.
- All other floors and skirting boards will be clean, secure, free of rot and loose nails.
- Any loose floors boards / skirting will be fixed or replaced as necessary.

Acceptable standard



Unacceptable standard



Walls and ceilings

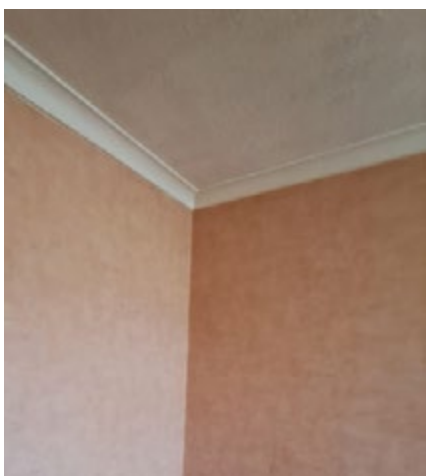
Walls:

- To be in sound condition, free from damp and mould, graffiti, large cracks, loose plaster, bulges and holes.
- Wallpaper will be left if in good condition.

Ceilings:

- Polystyrene tiles to be removed from property (including residue paste) and surfaces made good.
- Any mould growth to wall or ceiling surfaces will be treated with a fungicidal wash, leaving the surface ready for decoration.

Acceptable standard



Unacceptable standard



Gas

- The gas system will be tested and a copy of the Landlord's Gas Safety Record Certificate will be provided. The boiler, radiators, thermostat and timer to be in good working order, where possible manuals will be issue. Hardwired carbon monoxide detectors will be installed.

Acceptable standard



Unacceptable standard



Electric

- All electrical fittings will be tested to comply with the current safety regulations (NICEIC). All wiring, fuse boards, sockets, switches, heaters and light fittings to be in good working order. An electrical safety certificate will be provided. Hardwired smoke and heat detectors will be installed.

Acceptable standard



Unacceptable standard



Outside space

Gardens:

- Gardens and outside areas will be tidy and not overgrown and free from waste.
- Footpaths, ramps, external steps and driveways will be checked for trip hazards and repaired as necessary.
- All non-standard dangerous and dilapidated structures such as sheds and greenhouses will be demolished and removed.
- Fencing and gates repaired or replaced, like for like, if repairs cannot be carried out.
- Boundary walls repaired if needed and left safe

Building:

- Guttering and down pipes fixed and connected.
- Drains and gullies free from blockages and gulley grates fixed.
- Roof will be watertight and any damaged/missing slates/tiles replaced.

Acceptable standard



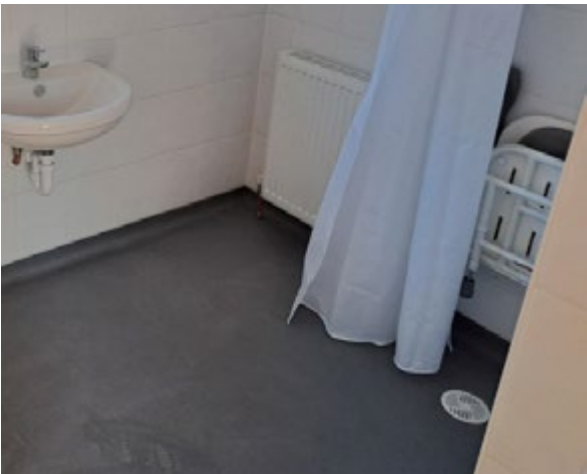
Unacceptable standard



Adaptations

- Minor grab rails and the like are not to be removed and are to be left in good working order ensuring they are safe to use.
- All other aids and adaptations shall be left in place and left in full working order and ready to use unless instructed otherwise whilst the property is void.

Acceptable standard



Unacceptable standard



Cleaning

- Properties will be in a clean and presentable condition.
- Clean kitchen units and worktops.
- Wash down all paintwork.
- Clean windows (internally).
- Clean and disinfect sinks, toilets, baths and wash hand basins.
- Sweep and clean all floors.
- Clear of rubbish from the property including gardens, outbuildings and communal areas

Acceptable standard



Unacceptable standard



Please take some time to read the lettable standards above and if there is anything in your new home that does not meet these standards, you can **report any issues by:**

Email: cscrepairs@stevenage.gov.uk or **Telephone:** 01438 242 666

Please note that works relating to the lettable standard should be reported within **the first week of your new tenancy**. Later repairs will be dealt with by our routine repairs team:

Our repairs are categorised as follows:

Emergency- between 8am - 6pm, 7 days a week we aim to be there within 24 hours.

Urgent- 8am – 6pm we aim to be there within 7 days.

Routine- 8am- 6pm allow up to 20 working days.

Chargeable repairs

We will charge you for any repairs that are not our responsibility (e.g. changing the locks because of lost keys) or which have been caused by wilful or accidental damage.

Tenants Name:

**Tenancy
Start Date:**

Property Address:

On signing for the above tenancy I understand the following:-

- It is my responsibility to inform Stevenage Borough Council within the first week of the tenancy start date of any works that have not been completed in line with the above lettable standard.
- Stevenage Borough Council will not do any additional works outside of the lettable standard.
- Stevenage Borough Council reserve the right in some instances not to complete any repairs except emergency repairs or to maintain the property wind and weather proof within the first 6 months of my tenancy when related to tenant abuse.
- Stevenage Borough Council reserves the right to carry out some non-Health and Safety works and non-statutory obligations works after you have moved in.

**Tenants
Signature:**

Date:

** Please note that decent homes elements including kitchens, bathrooms, heating and windows/ doors are on a programme and will be replaced when due. Subject to material availability we would like to give our tenants an opportunity to make a style choice where appropriate.*

