

# ISHA LETTABLE STANDARD

## INTRODUCTION

This document sets out the standard that ISHA properties will meet when they are let to new tenants.

The intention of these standards is to strike a balance between ensuring that the property is safe, clean and in a reasonable state of repair and the need to let the properties as quickly as possible to reduce rent loss.

Officers in applying the standard will need to ensure works benefit both the association and the tenant to optimise the positive impact of our finite resources.

We will endeavour to undertake all works before the tenant moves into the property, but, where works are not of an urgent nature, the Association may give an undertaking to carry them out after the tenant has moved in. In those cases, a target time for completion will be given.

The following items will be inspected prior to re-letting the property:

- Roofs where practicable
- External Walls where practicable
- Windows and external joinery
- Doors
- Floors
- Internal Joinery
- Internal walls and ceilings
- Kitchens
- Bathrooms
- Plumbing
- Heating Systems /Gas Appliances
- Electrical Installation
- Fire Alarms
- Decorations
- Cleanliness
- Gardens and Boundaries (Where applicable)
- Energy Conservation where appropriate.

## **HEALTH AND SAFETY**

We will ensure that the condition of the property does not put at risk the health and safety of the future tenant. In particular, we will:-

- ensure that all gas and electricity supplies and appliances are safe to use. Tenants will be provided with the appropriate certificates when issued, with the keys, to confirm that the supplies have been checked by a “competent” person and that they are safe to use;
- ensure that the property is free from dampness and any other visible structural defect that affects the safe occupation of the property;
- provide all new tenants with advice on dealing with, or minimising, condensation

## **HEATING, HOT WATER AND PLUMBING**

All systems for heating and supply of hot water will be checked to ensure they are safe and operating correctly.

Where central heating is not fitted, this will be installed either as part of a reinvestment programme or in exceptional circumstances during the void period. In the event central heating is not installed, the property will meet the statutory minimum requirement for space heating and hot water.

All plumbing services will be checked to ensure they are watertight and in good working order.

All stopcocks will be labelled to identify their purpose.

## **KITCHENS**

All kitchen units will be checked to confirm they are operationally sound, clean and fit for use. Where replacement units are required, this will be of the same quantity as originally provided. Kitchen sinks should be fit for purpose and taps should be securely mounted and fully operational and plugs and chains will be replaced if missing or damaged.

Missing or broken tiles will be replaced to match existing wherever possible. If this is not possible, defective tiling will be replaced to the immediate vicinity. e.g. splashback.

Where necessary, worktop joints will be raked-out and replaced with a suitable mastic.

Where existing layout permits, we will install facilities to enable washing machines to be connected.

**NB.** The association has a re-investment programme that will result in the upgrading, on a programmed basis, of kitchens over 20 years old and in poor

condition. Kitchen units will not be renewed as part of the void process unless this is essential.

Facilities will be provided to enable the connection of either a gas cooker or electric cooker, subject to gas and electric supplies currently being provided to the dwelling.

## **BATHROOMS AND TOILETS**

All properties will be provided with a bathroom and toilet with the following facilities (space permitting), which will be clean and free from damage:-

- bath and panel(s)
- toilet and seat
- toilet cistern
- wash-hand basin

The Association will replace toilet seats and missing plugs and chains from baths and wash-hand basins.

All joints around fittings will be sealed with a suitable waterproof mastic.

All broken/missing tiles will be replaced to match existing, where possible. If this is not possible, defective tiling will be replaced.

Walls around the bath will be tiled to a height of three tiles. Where a shower has been installed by the Association, full height tiling will be provided to adjacent walls. And include a shower curtain and rail.

## **WINDOWS AND DOORS**

The Association will:-

- replace any missing doors and recharge to the former tenant;
- replace all broken and cracked panes of glass;
- check all windows and doors to ensure that they open and close properly;
- provide keys for all window locks;
- provide two sets of keys for external doors.

Where door entry systems are fitted, these will be left in good working order.

**NB. If windows and doors are weather tight** renewal will normally only be carried out as part of our Major Works Programme.

## **FLOORS**

Floors should be level and safe.

Floorboards must be free from rot and securely fixed.

Carpet gripper will be removed

Floor tiles will be replaced if they are broken or missing.

## **STAIRS**

Stairs and balustrades (where applicable) will be checked and repaired to ensure they are safe.

## **INTERNAL WALLS & CEILINGS**

- No major cracks or loose plaster
- Walls cleared of fixings left by previous tenants and holes repaired.
- No damp or mould.
- Remove all graffiti

## **DECORATION**

All rooms should be in a reasonable state of decoration. Where this is not the case, the tenant will be offered a "Decoration Allowance" towards the cost of redecoration. Decoration allowances are based on a pre-determined scale of costs on a per room basis.

Redecoration will be undertaken by ISHA, prior to re-letting, only in exceptional circumstances. Sheltered Units and Supported Units will, where necessary, be redecorated prior to re-letting.

Polystyrene tiles (Non-Fire Resisting tiles) and coving will be removed and the ceilings/walls made good, where necessary.

## **CLEANLINESS**

The Association will ensure that all properties have been swept clean and all sanitary-ware, kitchen sinks, worktops and kitchen cupboards have been cleaned. All other rubbish will be removed.

## **FOOTPATHS**

Footpaths will be repaired where they represent a hazard to residents and visitors.

## **FENCES AND GATES**

Where boundaries belong to the Association, they will be repaired if necessary to ensure the property is secure, but work will only be undertaken prior to occupation in cases where a safety risk is present.

## **GARAGES AND OUTBUILDINGS**

All garages and outbuildings will be checked and any general defects recorded. Any work required will be undertaken as part of the Association's cyclical maintenance programme, where appropriate.

## **INFORMATION PROVIDED TO NEW CUSTOMERS**

- The following information should be provided to the new tenant
- A copy of the current Landlord's Gas Safety Record
- A copy of the current electrical certificate
- A copy of the Energy Performance Certificate
- An unpriced copy of the void specification
- Information regarding the decoration allowance, if applicable
- Emergency telephone numbers e.g. gas, electric, water, Repairs Helpdesk etc.