



# Lettable Standard

**A checklist of the standards you can expect when renting a Gentoo home.**



# What is the lettable standard?

This document outlines the standard all our properties will meet when they are offered to customers. It is designed to make sure properties are safe, secure, clean and in good condition.

## Safe and decent

Your home will be safe and meet the Decent Home Standard.

Your home will:

- have had a gas and electrical safety check to help ensure your safety. Following the check we will provide the relevant certification
- have an asbestos survey. We will provide details of the most recent survey carried out for your information
- have had a water safety check, where the water system is flushed for a period of 10 minutes
- have at least one working smoke alarm or two in properties with two or more floors
- be free from damp and mould
- have a valid EPC certificate completed

## Cleaning standards

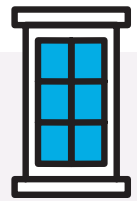


- Homes will be cleaned and free from any unpleasant odours, nicotine, grease, rubbish and debris.
- Floors will be cleaned/vacuumed, where appropriate.
- Rubbish will be removed from the loft, outhouses and gardens.

## Decorative condition

- The inside of your home will be in a reasonable decorative condition. It will be fit to receive decoration although this may not be to your choice. You are responsible for decorating the inside of your home, including filling small holes and hairline cracks.
- We will fill larger holes and any defective plaster. Walls will be free from graffiti.





## Doors, internal woodwork, flooring, windows and glazing

- All windows and doors will be operational, in a good condition and will open and close easily.
- All internal woodwork will be in a good condition. This includes all skirting boards, architraves, window boards and door frames.
- All timber flooring will be fixed securely with no significant gaps between joints.
- We will not provide carpets, laminated or wood floor coverings. If they are left by the previous customer and are in good condition and you wish to keep them, they can be left at the property for you. We will not be responsible for their maintenance.
- Window restrictors will be fitted, where necessary.
- Any cracked, broken or misted glazing will be replaced and keys provided, where applicable.

## Kitchen

- A designated space will be made for a washing machine space (unless separate laundry facilities are provided), freestanding cooker space and a fridge and freezer space.
- As a minimum, your kitchen will have a single bowl and drainer sink, double base unit and worktop, double wall unit or equivalent with matching design.
- Kitchens including work surfaces and units will be in good condition.
- Tiling above work surfaces will be in good order and all grouting will be in place.



- Any vinyl floor covering left in property will be in good condition.
- Extractor fans will be cleaned and in working order (where present).
- There will be an electric or gas cooker point. It is your responsibility to arrange connection of your cooker by a Gas Safe Registered engineer or qualified electrician.



## Bathroom

- Will be in good condition, have a bath and/or shower, washbasin and a toilet in matching colours.
- Bath, washbasin and toilet will be free from excessive stains and chips and will be fitted securely, with watertight seals.
- Taps will be in a good condition on the bath and washbasin and will not leak or drip.



- There will be tiles/cladding above the washbasin and bath. If there is a shower, it will be fully tiled/cladded around the vicinity. The tiles/cladding will be in a good, clean condition and grouted.
- If the existing bathroom tiles are no longer available, we will find alternatives which match as closely as possible.
- Toilet will be in working order and seat sanitised.
- Extractor fan will be cleaned and in working order.

## Garages and Outhouses

- All garages and outhouses including roofs, will be watertight and be in good structural order.
- Any electrical sockets within the building will be safe and in good working order.
- Will be swept clean and clear from any debris inside.
- Will have a lockable door, in good working order.



## External Areas

- Rubbish will be removed from front and back gardens
- We will cutback any overgrown hedges, lawns and trees. Ongoing maintenance then becomes your responsibility.
- Pathways and patio areas will be in good order and free from any tripping hazards.
- We will not provide or maintain sheds and other similar garden buildings. If they are left by the previous customer and are in good condition and you want to keep them, they can be gifted to you. We will not be responsible for their maintenance.

## Retention Period

All properties are let with a 28 day retention period, therefore, should you feel the property does not meet the lettable standard, you can contact the Empty Homes Team on 0191 525 5000. The team will then arrange a further inspection to assess your concerns. All issues reported after 28 days would need to be reported as a repair.