



south shropshire
housing association

The standards you can expect in your new home

Known as the
“Lettable Standards”

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A member of the Shropshire Housing Group

These are the standards South Shropshire Housing Association have set for your new home. They are called the “lettable standards” because they show what standards you can expect when you sign your tenancy agreement and move into your new South Shropshire Housing Association home.

Your new home will be clean:

- All rubbish, old carpets and furniture (including from the loft) will be removed and the property will be thoroughly cleaned.

Outside your new home:

- All rubbish and litter from gardens, sheds, outbuildings and paths will be cleared
- All gardens will be tidy and not overgrown
- Boundaries will be defined (discuss with residents)

Electrics:

- All electrical systems, including fittings, will be checked and tested to the current electrical standards
- A smoke detector will be provided.

Gas:

- All gas fittings will be checked and repaired to the latest gas standards. You will be provided with a copy of the most up to date Landlords Gas Safety Check certificate, and if the annual inspection is due within one month, this will be carried out before you move into your new home
- The property will have appropriate heating facilities and where required we will show you how to use them

Open fires:

- Open fires and flues will be checked and repaired , chimneys will be swept

Water:

- Water services installations in your new home will be checked from the main stop tap to ensure good operation and repair.

Bathrooms and Toilets:

- All bathroom fittings will be clean, in good condition and in full working order.
- All toilet seats will be replaced.
- All taps and plumbing will be in good working order and free from blockages
- We will clean and disinfect sinks, toilets, bath and wash hand basin

Kitchens:

- Kitchen units will be clean and in a sound condition
- Worktops will be in a good condition
- There will be at least a double wall unit, a sink unit and a double or single or single base unit dependant on space
- Where possible space will be available for a fridge/freezer, a washing machine, cooker space with sockets below worktop and switches above
- If the kitchen fails decent home standards, then you will be informed when your new kitchen will be fitted.
- All plumbing will be in good working order and free from blockages.
- Provision will be made in your kitchen for plumbing in a washing machine if space permits (i.e. hot and cold feed and waste outlet)

Doors and Windows:

- All external doors will be in good repair and have new locks fitted complying with “secured by design”
- Doors and windows will be watertight, will open and close with ease
- All broken and cracked glass will be replaced, and your windows will be secure and in good repair, with all catches and fasteners working properly.
- Doors will be clean, defect free and in good working order
- 2 sets of keys will be provided for external doors

Walls, Floors and Wall Tiling

- All floors and wall tiles will be left in a safe condition, and damaged or missing tiles will be replaced and matched wherever possible
- If it isn't possible to match floor tiles the tiles will be removed and the floor prepared to receive a new finish
- We will clean the floors and take away carpets unless they are in a good condition
- All polystyrene tiles will be removed and ceilings will be made good
- All wall plaster will be patched if necessary.
- Curtain battens will be provided if required

Decoration

- Good decoration will be left in place
- Torn or damaged wallpaper will be stripped
- Gloss paintwork will be clean
- Dependant upon the condition of the existing decoration, we may provide decoration vouchers
- Kitchens and bathrooms will receive 2 coats of emulsion paint when necessary

And.....

- A complimentary welcome pack will be provided
- Balustrades and handrails will be secure
- The property will be in a sound and weatherproof condition
- If improvements made by previous tenants are appropriate we will leave them in place and assume responsibility for them
- An Energy Performance Certificate will be provided for you

Aids and Adaptations:

- If you think you may need any aids or adaptations to your new home, then please tell us before you move in. This will help us to best help you.
- We will usually leave in disabled adaptations that have been made to the property when it is suitable

Customer Choice – Repairs after Letting

- In exceptional circumstances you may be able to move into a property that has had minimum statutory safety checks,
- We may be able to complete repairs after you move in, providing they are completed within a reasonable timescale.

Welcome to South Shropshire Housing Association!

- Follow up visits - we will make a visit within four weeks of your tenancy commencing to ensure that you have settled into your new home.
- Further information can be obtained from your Neighbourhood Services Officer, at our offices or please refer to your tenant handbook.