

Re-Let Standards for Incoming Tenants



This document sets out the minimum standard that you can expect when taking up the tenancy of your new home. Occasionally some works may be carried out after you occupy your new home. If this is the case you will be informed of what these works are and the anticipated timescale to complete them.

Objective of our Re-Let standard:

Reduce the time a property is empty and increase customer satisfaction at re-let, whilst maintaining standards.

- ❖ We will aim to re-let all our properties within 3-5 working days from the day we get keys back from an outgoing tenant.
- ❖ On moving into a property, a tenant will find that the property is **clean**, free from any **damage** which makes the property unsuitable to live in and that walls and surfaces will be ready to decorate.
- ❖ Within 4 weeks of moving in, we will aim to ensure that all outstanding remaining work is completed.

We define Move-in condition as:







- An internal and external property inspection and an electrical inspection will have been carried out and the property deemed safe and structurally sound, secure and weather-tight.
- The property will be Clean as defined.
- The property will be free of Damage which makes the property unsuitable to live in as defined.
- Décor will be sound, any visible holes in walls (excluding from picture hooks) will be filled, smooth and ready to decorate (in certain circumstances a decoration voucher may be available). All woodwork will be free from paint overspills.
- Locks have been changed and minimum 3 sets of keys provided.
- All landlord's fittings are in working order.
- Any residual work can be done over the next 4 weeks. We will aim to minimise any disruption.
- Any electric, heating system and water/waste system will be connected and in working order.

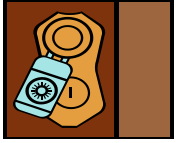


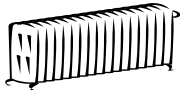

We define Clean as:

- The property, including attic, will be empty of all outgoing tenants' belongings and floor coverings will have been removed (unless agreed otherwise).
- Property free from noticeable smell, dust, grease and mould.
- Surfaces and fitted units (including Kitchen) are free from stains and crumbs and are not sticky to touch.
- All surfaces, walls, doors and frames, skirting boards and facings, windows and window frames/sills internally, light switches and sockets are wiped down and all bare floors swept.
- Sanitary ware and sinks are free from any stains or deposits.

We define Damage which makes the property unsuitable to live in as:

- Holes in walls/doors which are penetrated from both sides, enabling someone to see right through.
- Any sharp or dangerous edges left at a point of damage which could cause injury.
- Wholly unacceptable/offensive décor.

| Works | Minimum Standard | Tick √ |
|--|--|-----------|
| General Cleanliness  | <ul style="list-style-type: none"> All areas, including any attic space, clear of furniture and any belongings of the previous tenant. Kitchen cupboards, drawers and work surfaces clean. | |
| Bathroom Suite  | <ul style="list-style-type: none"> Bathroom suite free from chips/cracks. Bath, sink and WC cleaned. All bathrooms /toilets fully operational. | |
| Kitchen Units  | <ul style="list-style-type: none"> Kitchen units clean and operational with no major damage. | |
| Floors  | <ul style="list-style-type: none"> Floor surface clean and even to allow floor coverings to be laid. Floor coverings in a good condition may be left for the incoming tenant. (A disclaimer will require to be signed to indicate the ongoing responsibility and maintenance lies with the new tenant.) | |
| Walls, ceilings, skirting and facings  | <ul style="list-style-type: none"> All significant overspills of paint removed. All wall and ceiling finishes sound and free from significant holes/defects. Skirtings and facings will be in good repair and decoration with any replacements matched as closely as possible to existing decor. | |
| Decoration  | <ul style="list-style-type: none"> Decoration by the Association will only be carried out in very exceptional circumstances, for example, where surfaces are in very poor condition, or there is mould growth or extreme dirt/grease or graffiti. A decoration allowance may be provided in the form of either vouchers or packs. Tenants are permitted to hang wallpaper, however on departure it must be removed and left smooth, removing all paste and filling any holes. A minimum of 1 x coat of magnolia paint is to be applied to the affected wall (s) (unless agreement reached with new tenant). Wallpaper must not be painted over and textured wallpaper and woodchip is not acceptable. | |

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|---|--|-----------|
| Doors  | <ul style="list-style-type: none"> • External door locks changed. • All internal doors intact and operating properly. • Bathroom doors fitted with a suitable locking device. | |
| Windows  | <ul style="list-style-type: none"> • All windows fully operational and checked for safety. • Where additional child safety locks have been fitted keys will be issued. | |
| Electrics  | <ul style="list-style-type: none"> • Electrical Inspection undertaken prior to the property being relet (smoke detectors and, where fitted, carbon monoxide detectors will have been tested as part of the electrical inspection). | |
| Heating  | <ul style="list-style-type: none"> • All heating systems are in full working order. • Written instructions provided. | |
| External Areas  | <ul style="list-style-type: none"> • Gardens and bin stores/wheelie bins are clear of rubbish. • Green cones removed from gardens. • Fencing provided by the Association is complete and gates are working. • Gutters free from obstruction and a visual inspection of roof carried out. • Rotary dryers checked and in working order. • Paths and steps in the grounds of the property sound and free from trip hazards. • Any graffiti within the grounds of the property removed. • Gardens must be maintained to an acceptable standard and may need to be reinstated to original condition at end of tenancy. • If there is a satellite dish you have agreed to take on responsibility for it. | |

We have inspected the property and agree it is in an acceptable standard for let. Any outstanding works have been explained and will be completed within the timescales above where possible.

Property Address:-

Signed (Tenant):-

Date:-

Signed (Staff Member):-

Date:-
