

## Minimum Letting Standard

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## Version control

Date	Details	Updated by
July 2023	V1	Anita Merritt
August 2024	V2	Kelly Kinnair

## Minimum Letting Standard

The following minimum standards should be achieved for all new lets:

Works	Minimum Standard
<b>External</b>	<p>All rubbish and litter from gardens, lockups, garages, sheds, outbuildings, and pathways will be cleared.</p> <p>Missing bins to be ordered as part of the void works.</p> <p>All areas should be free of graffiti/vandalism.</p> <p>The property will be wind and watertight.</p> <p>The property will be safe and secure.</p> <p>Paths, stairs, fences, and gate safe to use.</p>

Gardens attached to the property should be cleared of rubbish and grass cut as one -off after tenant moves in (growing season only).

If it is a long-term void, it should be added to the void garden maintenance programme.

## **General Cleanliness**

The house, including attic, basement, garage and outbuildings will be cleared of furniture, white goods, carpets, rubbish and belongings left by the previous tenant (except when agreed to be re-cycled for new tenant during tenanted viewing).

Vermin and insect infestation will be treated.

A full 'sparkle clean' will be carried out incorporating sanitising bathroom fittings and tiles, sinks, kitchen units (inside and out), worktops, sweeping and washing floors, skirting, door frames, windows, window frames, doors etc.

In normal circumstances floor coverings will be removed to facilitate the need to inspect all floor surfaces. If the previous tenant leaves flooring or fittings that are in good condition, then they can be left at the request of Torbay Council for the incoming tenant.

## **Electrics**

An electrical safety check will be carried out and a copy of the certificate provided to the incoming tenant.

Any unsafe wiring and fitments will be removed  
Smoke alarms and carbon monoxide alarms (where applicable) will be tested and in working order.

If no smoke alarm or carbon monoxide alarm (if applicable) is present, a new hard-wired alarm will be fitted.

Controlled entry handsets will be tested and in working order (sometimes the maintenance of this item is beyond our control e.g., management company is responsible for maintaining).

Extractor fans will be tested and in working order.

The electric supply will be turned off at the mains following the completion of void repairs. Check point in place for communal aerals where applicable.

All electrical heating systems will be checked and will be fully operational.

#### **Gas**

A gas safety check will be carried out when the property is void and a gas safety certificate (CP12) will be issued to the incoming tenant. Any existing gas fires will be removed, bricked up and vented during the void period.

#### **Gas/Electric Cooking**

Where the previous tenant has left a gas or electric cooker, this will be removed as we are unable to certify its safety.

#### **Water Supply**

During the months October to April, or during severe cold spells, all stopcocks will be shut off and the water supply drained down.

#### **Windows and Doors**

All windows and associated safety mechanisms will be checked and fully operational with keys supplied for any window locks.

If silicone seals are stained or black they will be resealed.

Broken or cracked glass will be replaced immediately during void works.

All internal doors and handles will be operational and will open and close easily.

All bathroom doors will have an operational locking system.

Glass doors will be removed and replaced. Front and back doors will be secure, wind and watertight, and in good working order with a letterbox fitted on the front door (Flats may have separate letter boxes fixed to the outside of the building or within communal areas - in this case a key is provided to the incoming tenant).

2 sets of keys will be provided for each external door.

2 key fobs will be provided for controlled entry systems.

Peep holes and door security chains will be provided where possible.

#### **Floors, Skirting, Facing and Stairs**

Re secure or replace all loose or missing floorboards.

Skirting and door facings to be renewed if missing or badly damaged.

Floor surfaces will be even to allow carpets or other floor coverings to be laid.

Ensure staircase and associated handrails are secure.

#### **Bedroom Cupboards**

Should all have a level shelf and a clothes rail below, space permitting.

#### **Hall Cupboards**

Should have at least one shelf, space permitting.

#### **Kitchen**

Damaged kitchen units or worktops will be repaired or renewed and matched to existing units or worktops (where practical).

Kitchen units or work tops will have doors and drawers that open freely and close properly, and all fittings will be secure.

Taps will be checked to ensure that they are in working order.

Chains and plugs will be fitted where missing. Electric cooker supply points will be present in all properties and in full working order.

Properties will be left with hot/cold washing machine isolation valve fittings, along with provisions for the removal of wastewater from the appliance by way of a waste pipe.

An adequate power supply will be near to the appliance (where practical).

## **Bathroom**

Sanitaryware that is cracked or excessively stained will be replaced.

Where replacement of a part of the suite is required, the available colour match should be investigated. If colour matching is not available, a replacement 3-piece white bathroom suite will be installed (steel bath).

Taps will be checked to ensure that they are in working order.

All sanitaryware will be clean, secure, functional and free from blockages, leaks and adequately sealed.

If silicone seals are stained, these will be resealed.

A new toilet seat will be provided on a like for like basis if required.

Chains and plugs will be fitted where missing.

Thermostatic valves on baths and taps will be checked where applicable.

Showers and shower rails will be checked to ensure that they are working properly, and a new shower curtain will be fitted.

Any instantaneous electric shower should be included in the electrical check.

Shower must have a screen or shower rail.

Tiling should be checked for water resistance and safety.

Wet floor showers - floor covering to be checked.

## **Medical Adaptations**

Adaptions should not be removed unless authorised by the Housing Manager.

Adaptations will be inspected and fully operational to meet the needs of the incoming tenant where possible.

Sanitaryware will be checked, and individual items will be replaced if badly cracked or stained.

Grab/shower rails will be checked to ensure that they are secure.

Showers and shower rails will be checked to ensure that they are working properly, and a new shower curtain will be fitted.

## **Decoration**

Torbay Council is generally not responsible for the condition/level of decoration in a property. However, where the condition of the decoration is deemed to be so bad as to affect the likelihood of anyone accepting the property, then a decoration allowance may be given, or basic decoration done to make habitable.

<b>Dampness/Rot</b>	The home will be treated for any rising/penetrating/condensation damp and timber infestation.
<b>Walls and Ceilings</b>	<p>Remove all glue/fixing residue and renew via plasterboard where required.</p> <p>Where plaster surfaces are in a poor condition these will be repaired as necessary such as cracked or hollow areas (this excludes minor fillings to cracks, which can be made good by the tenant in the normal course of decoration). Remove graffiti.</p> <p>Decoration should be intact and clean. All walls and ceilings will be in good condition.</p>
<b>Tenant Alterations</b>	<p>Nonstandard alterations can remain providing they are verified as safe and comply with current building regulations, are aesthetically acceptable and maintainable.</p> <p>Unsafe alterations will be removed.</p>
<b>Asbestos and Textured Coatings</b>	<p>Where suspected asbestos containing materials are present (for example textured wall coatings) an asbestos survey will be carried out and appropriate remedial action taken.</p> <p>A copy of the survey will be issued to the tenant.</p>
<b>Any other items</b>	Each property is assessed once it becomes void. Additional works will be assessed on a case by case basis.