

OUR LETTING STANDARD



What are our letting standards?

This leaflet explains the standards that are in place at Castlehill Housing Association, and what you can expect from your new home.

As a tenant you can expect to move into a clean and safe property. Your property will be inspected by a Maintenance Officer before you move in.

The purpose of this inspection is to identify any repairs that need to be done before a new tenant moves in. The inspection covers areas of safety, cleanliness and tidiness as well as general repairs.

This document has been put together and agreed by both staff and tenants of the Association.



What can you expect from a Castlehill Property?

We hope you are happy with your new home.

This Letting Standard explains what condition your home should be in when you move in and includes:

- electrical and gas safety checks
- condition of central heating system
- keys and fobs
- fire safety
- bathroom standards
- kitchen facilities
- standard of decoration

In addition your property should be clean and tidy.

Safety

Electrical and gas safety checks will have been carried out. Annual gas boiler safety checks are carried out by the Association.

Central heating systems will have been checked to ensure they are in full working order from the day your tenancy starts and that gas is available if there is a gas system.

All doors, including fire doors, will be free from damage and all door latches, door closers and locking mechanisms will be in full working order. Windows and window locks will have been checked and will be in full working order.

We will ensure you know the location of the water stop cock and that you have easy access to it in case of an emergency.

You will be given 2 keys and where there is a door entry system 2 fobs.

All bathroom and toilet door locks will be able to be opened from the outside. The floors will have been checked and made level to enable floor coverings to be laid.

All surfaces throughout the property, including floors, woodwork, sanitaryware, kitchen units and windows will be left in a clean condition.

Smoke alarms and where fitted carbon monoxide alarms will have been checked and will be in full working order.

Where the properties have common areas they will be safe to use, in good condition and free from obstruction.

Kitchens and Bathrooms

Bathroom sanitary ware, including taps, will be clean and in working order. Where showers are fitted, the equipment will be in full working order. Tiled walls, 'wet wall' or splash-backs will be clean and sealed at joints. Extractor fans will be clean and in full working order.

Kitchen units, doors, drawers and sink will be clean and in full working order. 600mm spaces, where possible, will be left for kitchen appliances.

Where spaces are available for a washing machine and a tumble dryer, suitable connections will be provided. Full plumbing in of machines incurs an additional charge. A connection point for an electric cooker will be provided and maintained in good working order.

Where gas is available, a suitable connection point will be provided if requested. Please note there is a charge for this service

Decoration

All walls will be free from damage and in a 'ready to decorate' condition.

Decoration standards may vary, however the Association will ensure that properties are handed over to a new tenant in a reasonable condition of internal decoration.

New tenants may not like the colour scheme but if it is in good condition no re-decoration will be carried out by Castlehill.

Where walls have wallpaper it will be left providing it is in good condition and is not torn or damaged.

Any questions?

Please ask your Housing or Property Services officer if you have any questions regarding your Castlehill Property.

You can call them on 01224 625822 or email info@castlehillha.co.uk