

Lettable standard

Summary

This guide sets out the standards that customers can expect when moving into their new home.

Most importantly, we will ensure a customer's new home will be safe and secure, meet all the legal requirements and be ready to move into and make into a home.

We will have checked the electrics and if a gas supply is in the property we'll have checked that too.

We'll give customers the certificates so they know their home is safe. Customers will be given manuals for every appliance in their new home, such as a boiler.

Outside the property:

All gardens will be free of hazards and brought to a manageable condition, this will include:

- Safe pathways and access
- Grass, shrubs and bushes trimmed back
- Trees within the boundary of the property will be inspected on a 'risk' basis to inform any necessary works or tree removal
- Boundary defined and one privacy fence panel in place.

In the roof or loft space:

- Guttering will be cleared
- Loft spaces will be clear and fully insulated (we ask our customers not to use this as storage space and access will be for our maintenance only).

Security

- The inside of all windows and doors will be fully serviced, safe and secure. Windows on the first floor and above will be fitted with restrictors
- Windows – lock keys will be provided
- Doors - a minimum of two keys will be provided for each property
- The inside of all windows and doors will be cleaned and free from dust and dirt.

Interior walls & ceiling

- All walls and ceilings will be safe and free from significant cracks and ready for decoration once the customer has moved in
- All walls, skirting board and sockets will be cleaned and free from dirt and dust.

Bathroom

- All bathrooms will have fully functional toilets, sinks and either a shower tray or a bath with plugs and chains fitted
- We do not provide showers over baths as standard but where a bath has a shower tap we will ensure it is fully functioning. Tiles for splash backs will be to a minimum height of two tiles. (Tiles will not necessarily be matching)
- All bathrooms and fittings will be clean and free from dust and significant lime scale.

Kitchen

- All kitchens will meet safety requirements
- All cupboards, drawers and taps will be fully functioning and work tops will be in a good condition. Tiles for splash backs will be to a minimum height of two tiles. (Tiles will not necessarily be matching). There will be standard spaces for appliances with plumbing for washing machine and electric or gas points for cookers (subject to the kitchen design and the supply to the property)
- All kitchens and cupboards will be clean and free from grease, dust or stains.

Flooring

- All flooring provided will be free from trip hazards
- We do not provide carpets as standard in our homes, however where the carpet is in good condition and there have been no pets in the property we will leave the carpet down (this will mean that customers are expected to maintain replace and remove at their own expense in the future). In kitchens and bathrooms non-slip vinyl will be provided
- All floors will be swept and cleaned. Where there is a carpet it will be clean.

Decoration

- We will only decorate a property in exceptional circumstances. Where decoration is required in the property customers will be offered a paint

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pack or voucher to purchase paint of their own choice to decorate once they have moved in. Each room will be assessed and customers will be given the equivalent value for the property

- Customers can expect the following values in these circumstances for each room or a paint pack:
 - Very good order £0.00
 - Fair order £25.00
 - Poor order £50.00