

Lettings Standard

Before we re-let any property we will undertake an inspection to identify any essential repairs. We will also provide you with a WHQS Certificate which identifies compliance of the property in relation to the Welsh Housing Quality Standard:

1. External Doors

We will check that all external doors (including patio/French doors) open and close correctly and that all fittings are intact and fully operational.

We will ensure that all doors are in a good condition, that each door is safe and secure and will repair/replace where appropriate. This will include the glazing incorporated within a door.

We will always change the front and back door locks (including patio/French doors) unless there is a suited lock at the property where special instructions will apply.

2. Ceilings & Walls

We will check and carry out any necessary repairs; however, please note minor damage or hair line cracks are considered as decoration and therefore the tenant's responsibility.

3. Windows

Where possible we will check that there is no broken glass, all windows open and close properly. All windows will have one key per room for any key operated window locks.

4. Floors/Stairs

We will check all concrete/slab/asphalt flooring, floorboards where visible, floor tiles and stairs, and repair or replace where necessary.

A former tenant's carpet or floor covering may be left in place subject to certain conditions.

We will check stairs for loose or broken treads, handrails and balustrades and replace/repair where required.

5. Internal Doors

We will check that all internal doors are not damaged, that they open and close correctly and that their fittings are fully operational.

We will check that all door frames and architraves are intact and in a good condition, and where appropriate, we will fit door stops to prevent doors from damaging walls/radiators.

6. Kitchen

We will ensure that the kitchen is fully fitted, functional and in good working order. Where possible there will be space for a washing machine, cooker and fridge freezer.

We will check all tiling for defects/damage, pipe-work for leaks and that all taps are operational.

We will aim to provide the following minimum provision subject to adequate space:

1. Sink-top plus double unit
2. Two double units (wall or base units)
3. Tiled splash-back and work-surface to base units
4. Washing machine taps

All kitchen units will be matching.

Tenant's Handbook

We will ensure that if an extractor fan is installed it is clean of dust, grease and in good working order.

Fuel Source - Cooking

In cases where both a gas and electric cooking source already exist, both will be tested and maintained by the Council.

Where only one fuel source for cooking exists, a second source will be fitted where practical. The exception to this will be when little or no work is required to the kitchen and the existing fuel source is suitable for the incoming tenant. Please note only an electric cooking source will be permitted and provided in an under one roof sheltered housing scheme.

Power Points

We will aim to provide 3 double sockets above work surfaces and 2 single poles under work surfaces for appliances in the kitchen as a minimum provision where practical.

7. Bathroom

We will ensure that bathroom suites are in good condition.

We will check:

- all pipe-work for leaks including overflows and ensure that all taps are operational.
- that all baths, shower trays and wash-hand basins are in good working order, undamaged, have plugs (not in showers) and that seals and wall tiles are intact.
- w/c's flush and that there are no leaks from cisterns or pans.
- extractor fans are clean of dust, grease and in good working order.

8. Services

Gas/Electric/Solid Fuel

Many of our empty properties are supplied by SSE for gas and electricity. If you wish we can supply SSE with your name and contact details, so that they can set up energy accounts for you to begin using as soon as you move in. However you do not have to stay with them and can switch straight away if you wish.

When you move in, you will need to contact SSE on 0345 076 0486 to register your new account and to provide the opening meter readings from the day that you took over. This will allow them to send an accurate first bill. You will still need to contact SSE even if you wish to change supplier or to discuss alternative tariff options. Please note it can take up to 15 days for the supplies to change. If you do decide to change suppliers SSE will not charge you an exit fee, you will only pay for the gas & electricity you have used.

When you move into your new council home the gas supply will be 'capped' – switched off for safety reasons – and any gas central heating system will also be switched off. After you have contacted your gas supplier you will need to contact us when you want the gas supply un-capped and the system tested (we need 24 hours notice to do this). We ensure that the gas and electricity systems in all our properties are tested for safety.

Meters are the responsibility of the suppliers. If you want to change the meter or have it moved you would need to arrange this directly with the suppliers.

N.B. Please note the fuel charges may be higher if you have a token meter and arranging to pay by direct debit may cost you less.

Smoke Alarms, Carbon Monoxide Detectors and Heat Sensors

We will check that all electrical wired smoke alarms, carbon monoxide detectors and heat sensors where fitted, are in working order.

Water

Generally, all vacant properties will be drained down (Domestic and Heating) in the winter months from October to March. When the property is re-let arrangements will be made with the incoming tenant to refill the system.

9. Property Clearance and Cleaning

We will clear the property, outbuildings and roof space of all personal effects and furniture, including all floor coverings which have been left by the previous tenant, unless it is considered these are in a good condition. In this case we will give you the option of retaining these, however these will become your responsibility in the future.

A thorough clean will be carried out following completion of the works.

We will ensure that the loft insulation is adequate and laid evenly within the loft space.

10. Decoration

The internal decoration of a property is a tenants' responsibility. However, we may award a decoration allowance on a per room basis, subject to an assessment.

If following an assessment an allowance is payable you will have a number of options to choose from on how this is paid to you.

11. External

We will carry out a visual check of the brickwork or render/external coating, lintels, airbricks, vents, roof, rainwater goods and the external elevations of the property. Any repairs that are identified will be carried out as necessary.

We will check that gullies are clear of debris and that all gullies and inspection chambers have covers.

We will remove all rubbish and cut the grass in the garden. Consideration will be given to the removal or cutting back of overgrown trees or hedges in exceptional circumstances.

We will check the condition of all garden fencing/walls, paths, driveways, hardstandings, steps, patios, gates and handrails and repair/replace as appropriate.

Sky dishes and aerials will remain in situ however we will not test or guarantee they are in working order or take responsibility for their future maintenance or replacement.

Patios/decking and sheds can be left if they are in a good safe condition, however these will become your responsibility in the future.

12. Former Tenants Improvements or Alterations

If there have been any improvements or alterations made to the property by the previous tenant, they will be retained if they are in good working order. Any sub standard alterations or fittings carried out by the previous tenant will be removed.

Please Note: This re-let standard may be the subject of further amendments, as and when required and will also incorporate any changes to the Welsh Housing Quality Standard (WHQS).