

The Letting Standard



Policy Statement

Cannock Chase Council will carry out necessary repairs to empty properties to a standard which ensures they are fit for immediate occupation. All properties will be left in a safe, clean and tidy condition. Some work can be carried out with the minimum inconvenience to the new tenant and that work will be completed after occupation.

Aims

This lettings standard aims to ensure that all properties are offered to prospective tenants in a condition which allows immediate occupation whilst also ensuring that the property remains empty for the shortest time possible reducing rent loss.

Decent Homes Standard

The Council aims to complete as many repairs as possible to its properties through a system of programmed maintenance, however, some planned works may be carried out during the empty property period and although this may prolong the turnaround time of a property, it will greatly reduce the inconvenience for the incoming tenant in the longer term.





Internal Works



- ✓ The property will be free from damp and mould, and causes of damp and/or mould will be investigated and appropriate remedial work undertaken before the incoming tenant moves in.
- ✓ The property will be cleared of household rubbish from the garden area, outbuildings, garages, loft space and all rooms within the dwelling, including white goods. * if excessive rubbish is left at the property, the outgoing tenant will be charged for its removal.
- ✓ The property will be swept clear of repair debris and all surfaces will be disinfected with particular attention to kitchens and bathrooms.
- ✓ The property will be free from all insect and rodent pests which could constitute a threat to health.
- ✓ Timber flooring will be secure and free from tripping hazards, treads and nosings to staircases will be sound and secure.
- ✓ Existing handrails and balusters will be secure.
- ✓ Concrete kitchen and bathroom floors and concrete stairs will have floor tiles patch repaired or replaced (if fitted).
- ✓ All other concrete floors will be latex finished.
- ✓ As far as is practicable, walls will be ready for decoration, however, not all walls will have wallpaper removed and so inspection of plasterwork will therefore only be carried out if decoration removed.
- ✓ All polystyrene ceiling tiles will be removed and ceilings made good.
- ✓ Air bricks to suspended ground floors will be checked for blockages.

External Works



- ✓ Access pathways leading to and from the front and rear doors will be even and free from trip hazards and all inspection covers will be sound. The Council will not ordinarily carry out works to front or rear gardens.
- ✓ Locks to external doors, including patio doors and outhouses will be changed and window lock keys provided for existing window locks.
- ✓ Window glazing will be free from cracks and breakages: if glazing is replaced it will be kite marked laminated/toughened safety glass (where required) and subject to the condition, glazing will be replaced following occupation.

Electrical Installations



- ✓ Electricity circuits will be tested and inspected, and the installation made satisfactory
- ✓ Two mains wired smoke detectors (one in bungalows and flats) will be in place and tested and a CO alarm will be fitted to each room where a council owned appliance is fitted.

Heating



- ✓ All properties should have appropriate adequate space heating.

Gas



- ✓ Gas supply will be “spin capped”, all fixed appliances tested, and a gas soundness test carried out, including the provision of a gas cooker point.*

*Flats and sheltered schemes are provided with an electric cooker point.



Kitchens



- ✓ Kitchens, space permitting will have a range of units with a minimum storage space (where possible) and will conform to the governments decent homes standard
 - ✓ Broken or missing wall tiles will be replaced, and walls be washable/wipeable.
 - ✓ Kitchens identified as not having the minimum storage capacity or they meet the Councils criteria for kitchen refurbishment will be included in the existing kitchen replacement program or replaced during the empty property period.
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Bathrooms



Bathrooms, space permitting will have the following:

- ✓ Low level w.c.
 - ✓ Wash hand basin
 - ✓ Bath or shower (bath will be the standard provision for empty properties)
 - ✓ New w.c. seat
 - ✓ Existing sanitaryware will be free from defects and securely fixed and sealed
 - ✓ Broken or missing wall tiles will be replaced
 - ✓ Bathrooms meeting the Councils criteria for bathroom refurbishment will be included in the existing bathroom replacement program, or depending on its condition, replace during the empty property period.
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Nonstandard structures, installations or appliances



- Nonstandard structures, installations or appliances will be removed if in an unsafe or unsuitable condition, this includes vehicle hard standings. Those found to be in a satisfactory condition may be gifted to the incoming tenant in agreement with them and they will be advised that they take on full ownership. (Note: Electrical/gas items will be tested to ensure they comply with current statutory regulations).
- Existing TV aerials, aerial sockets or telephone sockets will be left in the property, but they are not installed or maintained by the Council.

Decoration



Each empty property will be assessed by a Housing Maintenance Officer and a schedule of works will be drawn up for any repairs required. Where a property does not require redecoration, a decoration pack will be allocated to the incoming tenant that will allow sufficient materials and accessories to decorate all rooms.

Properties will only be decorated by the Council where the Housing Maintenance and/or Tenancy Services Manager are satisfied that:

- The incoming tenant is unable to carry out the work themselves due to age or disability.
 - The property is in such a condition that it would be unreasonable for a prospective tenant to occupy the property until decoration works have been carried out.
 - The decoration of the property will aid a quicker relet.
 - Properties in our Independent Living Schemes will be decorated.
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Maintenance of your new home (relet pack)



A relet pack will be provided to the new tenant including as a minimum:

- ✓ Two sets of keys for each entry/exit door
- ✓ Window lock keys (if the property has existing window locks)
- ✓ Void gas inspection sheet
- ✓ NICEIC periodic inspection certificate
- ✓ Energy Performance Certificate
- ✓ Asbestos location register (subject to survey)
- ✓ Repairs Handbook

WARNING



Excessive use of steam strippers can lead to severe damage to plaster wall and ceiling finishes.

Where damage is suspected as a result of inappropriate use of steam strippers a tenant may be liable for recharge.

For further information please contact the
Housing Repairs Team on 01543 462621



Keep in touch...

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