

The Lettable Standard



Our Lettable Standard



Cannock Chase Council wants to ensure that its tenants live in safe, secure and well-maintained homes. When properties become empty, we relet them with that goal in mind, ensuring they are fit for immediate occupation after completing all the necessary repairs that are required.

Most of our properties were built in the post-war years up until the 1960's, though we have built some new properties since. Design, size and layout of each property will vary and be based on the standards in place when first built.

This is why we have a lettable standard. It tells you what you can expect in any empty home that we relet to meet that standard.

All properties will be left in a safe, clean and tidy condition, and free of hazards, at least to the minimum standards required under legislation and regulatory guidance, including the decent homes standard. These requirements are included in the standards set out on the pages below. We will complete all work required to move in with only minor work, which can be carried out with minimum inconvenience to the new tenant being completed after occupation, if this would otherwise delay the property being let.



When reading the lettable standard, please note:

- ✔ These are items which the **Council will check and repair** or bring up to this standard, if required.
- ⚠ These are items for **you to check** or note about any empty properties we may offer to you.

Your New Home



- ✔ Your new home (and any attached communal areas) will be clean, tidy and cleared of all rubbish and repair debris throughout.
- ✔ All surfaces will be disinfected.
- ✔ Your home will be free from damp, mould, invasive rodents and pests.
- ✔ All flooring, staircases, walls and ceilings will be secure and free from hazards.
- ✔ Lofts will be empty, and insulation to current standards.
- ✔ We will provide floor covering to the following rooms:
 - Kitchen
 - Downstairs bathroom
 - Level access showers and wetrooms
- ⚠ You are responsible for carpets or other suitable floor coverings in other rooms. (See also 'Gifted Items', below).
- ⚠ You will be responsible for repair and maintenance of items set out in your tenancy agreement. These are listed in the Repair and Maintenance Policy on our website.



Decoration



- ⚠️** Decoration is your responsibility, except in the limited circumstances set out below.

Decoration (in a neutral colour paint) will only normally be undertaken (in 1 or more rooms) where:

- The empty property is within one of the Council's Independent Living Schemes.
 - Walls are graffitied or otherwise unfit for letting.
 - Disabled, older or other vulnerable people without support cannot decorate themselves.
- ⚠️** Wallpaper will be left in-situ in any rooms where the decoration is complete (whole room or feature wall), and a "tap test" suggests the plaster underneath is sound, except where the wallpaper is of woodchip type.
- ⚠️** We will only provide a decoration pack voucher (suitable to the number of rooms which need decoration) where a property is not already decorated to a reasonable standard.
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External Works and Gardens



- ✔️ Access pathways, driveways, ramps and steps will be even and free from trip hazards. Inspection covers will be in full working order.
- ✔️ Gardens will be clear of rubbish and debris and grass/overgrowth will be cut to a safely manageable level. Fencing will be provided in line with the Council's fencing policy.
- ✔️ Locks to external doors, including patio doors and outhouses will be changed and keys provided for existing window locks.
- ✔️ Window glazing will be free from cracks and breakages: and where replaced, will be to relevant standards. Upper floor windows will have window restrictors fitted.
- ✔️ Garages and outbuildings will be accessible, secure and cleared of all rubbish / debris.
- ✔️ Roofs will be free from leaks, guttering in full working order and watertight, and drains will allow waste and water to discharge.



Electricity and Gas



- ✔ Electricity and Gas supplies and fittings will be inspected and tested to current regulations. Safety certificates will be provided to you.
- ✔ Wired Smoke Detectors and a Carbon Monoxide Alarm will be fitted and tested in line with current Building Regulations.

All properties will have an electric cooker point. A gas cooker point will only be provided in houses (but not flats) with an existing mains gas supply.



- ⚠ You will need to arrange for your gas cooker and any other appliances to be fitted / connected by a suitably qualified gas safe engineer.

Heating and Water Supply



- ✔ All properties will be heated throughout, through an appropriate heating system. (Heating types vary).
- ✔ Hot and Cold Water Supplies will operate effectively and stop taps will be accessible and working.

Kitchens



- ✔ Kitchens will conform to 'decent homes' standards, with storage capacity aligned to the bedroom size of the property.
- ✔ Worktops and wall tiles will be free from defects and washable/wipeable.
- ✔ An extractor fan will be fitted where feasible.
- ⚠ Applicants are advised to check the kitchen layout of the property, as the Council will not create additional space for your appliances.



Bathrooms



- ✔ Bathrooms will have a toilet, wash hand basin and bath or shower which are free from defects, securely fixed and sealed (some properties may have a shower over the bath).
- ✔ Wall tiles will be free from defects and washable/wipeable.
- ✔ An extractor fan will be fitted where feasible.

Nonstandard structure, installations or appliances



- ⚠ The Council does not provide furnishings or white goods as standard.
- ⚠ Nonstandard structures, installations, furnishings or appliances which are safe and in full working order may be **gifted to you** (see 'Gifted Items' below). Any that are not in a satisfactory condition will be removed before you move in.
- ⚠ Existing TV aerials, aerial sockets, telephone sockets or broadband connections will be left in the property, but they are not installed or maintained by the Council (see 'Gifted Items' below).

Cyclical Planned Improvements



- ⚠ Property upgrade improvement works are normally undertaken through a series of planned programmes.
- ⚠ These include central heating upgrades, external enveloping works, electrical upgrades and kitchens and bathrooms.
- ✔ The Council will review these items where they do not meet the Decent Homes Standard.



Adaptations



- ✔ All adaptations and fixed equipment will be checked and / or tested.



Independent Living Call Systems



- ✓ Emergency call equipment in independent living flats will be checked to ensure it is working correctly.

'Welcome to Your New Home' Pack



A welcome pack will be provided to you, including:

- ✓ Two sets of keys for each entry/exit door, plus communal access fob for flats
- ✓ Window lock keys (if the property has existing window locks)
- ✓ Gas and Electrical Safety Certificates
- ✓ Energy Performance Certificate
- ✓ Asbestos survey report
- ✓ Repairs Handbook
- ✓ Hydrometer
- ✓ Damp, Mould & Condensation prevention booklet

Gifted Items



Where an outgoing tenant leaves items which are safe and to a good standard, we may 'gift' these items to you. We will only do this where these items are not the Council's responsibility. This means that you take ownership of them and have responsibility for their repair, maintenance, disposal and replacement. This can include:

- Carpets or other floor coverings
- Furnishings or Appliances
- Non-standard structures or installations

We will discuss these with you and you will be asked to accept the gifted items when you sign your tenancy agreement.

We want your feedback on your new home



We will ask for your opinion when we undertake a new tenancy visit. Your housing officer will arrange this with you, usually around 6 weeks after you move in. Please let us know what you think to help us improve.

Other things to think about when moving into a Council property:

- Your rent needs to be paid in advance. This can be up to one month in advance if you are paying monthly (including where your rent is paid through Universal Credit); or one week in advance if you are paying each week. Your first payment will be due before you sign up and can be paid by telephone payment with a credit or debit card or by bank transfer.
- Let us know if you have any concerns about being able to maintain rent payments or you have any other money concerns. We can help you find financial advice and support.
- You will need to make an appointment after you sign your tenancy agreement for your electric and gas supply to be turned on. This can normally be done quickly, but your heating, hot water and electrical appliances may not work until this is completed.
- You may wish to take meter readings when you receive your keys.
- You will need to arrange for removals of your goods and belongings.
- You may want to arrange for post to be re-directed to your new address.
- You need to advise family, friends and others about your new tenancy and change of address, including Universal Credit, Housing Benefit, Council Tax, Schools, Workplaces and any other organisations or companies who normally write to you or visit you at your home address.



To report repairs

Visit www.cannockchasedc.gov.uk/reportrepairs or call 01543 462621



Cannock Chase Council

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 Search for 'Cannock Chase Life' |  @CannockChaseDC |  @CannockChaseDC

This leaflet can be provided in **large print** on request to
Cannock Chase Council on **01543 462621**.