**Paisley Housing Association’s Minimum Letting Standard**

1. Our Tenancy Agreement sets out the roles and responsibilities of both landlord and tenant when a property is to be vacated (e.g. giving notice, leaving the house in reasonable condition, etc.)

2.The Letting Standard sets out the checks and type of repair work that will be carried out for a property to be classed as ‘ready for let’.

3. This Letting Standard aims to assist the sustainability of tenancies by:

* removing the risk that some properties at relet become less desirable because of any inconsistency in identifying and carrying out void works
* managing the expectations of potential new tenants by clearly stating at offer stage what we will, and will not, do

4. It is complementary to our Estate Management Standard.

5. This document will be issued to prospective tenants at offer stage.

6. Any issues about the Letting Standard that are raised through Housing Management’s New Tenant Satisfaction Questionnaire, our complaints process, or refusals due to property condition will be fed back into its review.

7. The Letting Standard is set out in table form below.

**LETTABLE STANDARD FOR ALL EMPTY PROPERTIES**

|  |  |
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| Standard | |
| **Tenant Safety and Security** | |
| **Gas** | All properties with gas central heating will have a full gas safety check done and a copy of the compliance certificate (CP12) issued to the new tenant. In exceptional circumstances if there is no available power supply the gas will be capped and when the new tenant gets a supply on, the full gas safety check will carried out the next working day. |
| **Detectors;**  ***Smoke***  ***CO***  ***Heat*** | The smoke detector(s) will be checked as part of the annual gas safety check and 5-yearly electrical safety check.  All properties will be LD2 compliant. One smoke alarm fitted in the living room, or the room you use most, one smoke alarm in every hallway and landing and one heat alarm in every kitchen.  Carbon Monoxide (CO) detectors will be in place in each room that the gas central heating flue passes through, including the location of the boiler. |
| **Tenant Safety and Security** | |
| **Electrics** | An Electrical Installation Condition Report (EICR) is carried out before every re-let and every five years thereafter. A copy of the EICR will be given to the incoming tenant. Alterations carried out to the electric system by the previous tenant e.g. wall lights, will be removed. |
| **Water**  **Stored Water** | During the months of December to January or during severe cold spells the property will be drained down. On instruction from the new tenant the water will be put back on the next working day, providing the heating can also be put on, to prevent burst pipes.  Where appropriate, and if our subsidiary Paisley Property Services (PPS) factor the building, attic tanks will be treated annually to prevent Legionella. |
| **Decoration** | Polystyrene tiles and any other decorative item of health and safety concerns will be removed or encapsulated. |
| **Walls** | All walls will be free from any evidence of damp. |
| **Windows/Glass** | All windows should be fully operational and checked for safety.  They will be fitted with locks or effective safety catches.  Two window keys will be issued to tenants where we have fitted locks.  All cracked and broken glass will be replaced. Glass will not be replaced for minor scratches. |
| **Ventilation** | All properties will have a provision for ventilation by either:   * natural means- manual trickle vents, windows or doors * mechanical means-in rooms where opening windows are not present or where most water vapour and/or pollutants are released * a combination of natural and mechanical means (mixed-mode)   Sandstone tenements and our multi storey have a communal ventilation system (dual fan in the loft area) |
| **External Doors/Front Door** | External door(s) will be secure and will open and close properly. A minimum of a mortice, or one security lock will be fitted. |
| **External lighting** | If provided, any external lighting will be in full working order. |
| **External Wall Insulation** | External Wall insulation is checked annually for any minor damage that could cause deterioration. There will be no fixings allowed to the exterior of the building that could cause water ingress. |
| **Observable Hazards** | Reasonable action will be taken to rectify observable hazards that are identified within the boundary of the property. |
| **Oliphant Court**  **Fire Safety** | The fire door inside the hall of flat will be checked before re-let to ensure its ease of opening.  For safety reasons only wet electric heating is fitted in the multi block.  The landings and stairwell will be clear of obstacles and any items left will be removed |
| **Close Fire Safety** | The landings and stairwell will be clear of obstacles-any items left will be removed in accordance with our Estates Policy.  Attics and cellars in common use will be checked for items that may cause a fire risk and need to be removed e.g. flammable liquids. |
| **Close Safety & Security** | There will be a fully functional Door Entry System in our closes or Paisley South Property Service (PSPS) factored property. Two door entry keys will be issued. If there is no appropriate factor, we cannot guarantee a working door entry system.  All common windows will be fully operational, checked for safety and have effective window catches. All cracked and broken glass will be replaced. Glass will not be replaced for minor scratches.  Close lighting will be working.  Backdoors will have a working lock and be operational. If a back door key is required, this will be given at sign-up.  Where a building is not factored by PSPS, any common repair issue will have been reported to the appropriate factor. |
| **Inside the home** | |
| **Energy Performance Certificate** | An Energy Performance Certificate (EPC) will be provided to the incoming tenant. |
| **Alterations/Items Remaining** | We will either remove any tenant alteration or adopt and maintain it.  Attics and cellars solely belonging to the property will be emptied.  If the previous tenant has left a gas or electric cooker this will be removed as we cannot certify its safety.  Any carpets or laminate in good condition may be left for the next tenant but will not be maintained or replaced.  In some instances, items may be left in the property for use by the incoming tenant. This would only be with prior agreement. A disclaimer would need to be signed and the new tenant would then be responsible for any upkeep, maintenance or disposal of such items. |
| **Cleanliness** | The property will be cleared of items. Floors will be swept out, paintwork, doors, kitchen and bathroom fixtures and surfaces will be washed down. |
| **Decoration** | Any offensive graffiti or decoration will be removed.  All large plaster cracks (i.e. over 4mm in width) or holes (i.e. over 20 x 20mm in diameter) in walls or ceiling will be filled or re-plastered.  The cooker area space will be painted if its condition requires it.  Apart from the above, we will not normally carry out redecoration in a property. However, if Housing Management staff determine that the current standard may affect acceptance/relet (i.e. two refusals solely due to décor) a minimum decoration will be carried out. |
| **Internal Pass Doors** | All pass doors and cupboard doors will have 19mm clearance and be in a serviceable condition. A kitchen in a flat will have a fire door. Bathroom doors will have a locking device. Door closers will be operating where fitted and replaced if found to have been removed. |
| **Floors** | All loose and missing floorboards to be re-secured or replaced. Squeaking floorboards will be tightened.  In traditional tenement flats, floors may run-off due to the general age of the building. This will not be altered. |
| **Skirtings and Facings** | Missing or badly damaged skirtings/facings will be replaced if they cannot be repaired. If possible to repair, they will be re-secured and filled as needed. |
| **Central Heating** | Gas central heating will be provided unless there is no mains gas supply to the property or is not appropriate for safety reasons. Heating will be provided in the living room, bedroom(s), hall, kitchen and bathroom.  To comply with gas safety legislation, access panels will be created to allow flues to be checked, and in some cases sections of the flue may have to be exposed.  A manual will be issued to all properties with a Common Heating system. |
| **Windows** | Some properties do not have double glazed window units. In this instance, tenants will be informed of any planned maintenance programme to have the windows replaced. |
| **Kitchen** | Kitchen units, doors and drawers will be in a serviceable condition.  All kitchen units will be inspected and hinges replaced or adjusted where necessary. Damaged drawers and doors will be replaced. Minor chips/scores to worktops will be left but worktops damaged as a result of burning/water ingress will be replaced. If the colour/style is not available, an alternative will be fitted. This may not match the rest of the kitchen.  The kitchen sink will be clean and will be free from damage, excluding general wear and tear.  The sink will have matching taps. The sink unit and work surfaces will have a tiled splash back or wall panelling above them, which will be of an approximate height of 300mm (12 inches).  There will be a minimum of 6 sockets and 1cubic metre of storage space.  The central heating boiler will usually be in the kitchen. Central heating pipework will be boxed in.  Space left for a standard fridge or fridge freezer is dependent on the size and design of the kitchen. Wherever possible, a space will be left for a standard washing machine. We will not redesign a kitchen for the incoming tenant’s existing white goods.  In some properties, usually without a back court area, we provide a washer dryer. We maintain these.  The whole kitchen will not be changed as part of void works unless already programmed in as part of an ongoing planned maintenance contract. |
| **Bathroom** | All properties have either a bath and/ or a shower. The toilet, bath/shower, over-bath shower (if fitted) and hand basin will be clean and serviceable.  The bathroom suite will be checked for chips/cracks. But we will not replace the suite for minor damage.  The whole bathroom will not be changed as part of void works unless already programmed in as part of an ongoing planned maintenance contract. Individual components will be replaced with white if replacement/part replacement is needed, even if the suite is coloured.  There will be a tiled splash back above the hand basin and bath, if applicable, to a height of 150mm (if space available).  Any damaged tiles will be replaced with standard tiles. The taps on the hand basin and bath may not be identical.  Ventilation will be by either a window or wall vent. Vents connected to the common ventilation system will be cleaned  Some flats have grab rails and a low bath which may be shorter than a standard bath. We will not remove these features.  Any shower with a cubicle and tray, fitted previously by the tenant or the Association will be tested as part of the 5-yearly electrical test to ensure that it is safe. |
| **Medical Adaptations** | All medical adaptations are inspected to ensure that they are fully operational. Temporary adaptations will be removed.  Properties are allocated on the basis of permanent adaptations, for example walk in showers. These will not be removed.  We maintain any adaptations that we have fitted either inside or outside the home (e.g. handrails/ramps). |
| **Bedroom** | Some properties have fitted wardrobes in the bedroom. If there, they will have a level shelf and clothes rail below. Sliding doors must be secure on their runners. Mirrored doors will be replaced at void with plain doors.  Any built-in cupboards in poor condition will be removed and will not be replaced. |
| **Inside the close** | |
| **Close** | Close ground floor and stairs/landings will be clean.  We will take our turn at stair cleaning if the flat has been empty over 2 weeks.  The close will be free of graffiti  Where a building is not factored- any common repair issue will have been reported to the factor. If there is no factor- we will do work where there is a Health and Safety hazard. |
| **Outside the building** | |
| **Roof/Exterior of building** | In factored properties - roof, gutters and down pipes will be inspected to show no evidence of leaks. External walls will inspected to show no evidence of water ingress.  Where a building is not factored by PSPS and any of the above issues are idnetifed, any common repair issue will be reported to the appropriate factor.  If there is no identified factor- we will do work where there is a Health and Safety hazard. |
| **T.V. Aerial/Communal Satellite System** | In main door houses, the TV aerial is the tenant’s responsibility.  As a minimum an aerial will be provided on flatted property and our multi storey. There will be a tv aerial point and a phone point.  We assist digital connectivity through our programme of switching flats to a communal satellite system. Where this is in place, new tenants will not get permission to put up an individual satellite dish. |
| **Fencing/Handrails**  **Paths/Steps**  **Binstore**  **Clothes Poles or Whirligig**  **Common garden**  **Private garden** | Renewal of fencing or replacement of missing fencing will be a planned maintenance item. Any handrails will be inspected to ensure they are safe and secure.  Renewal of paths/steps will be a planned maintenance item.  This will be clear of rubbish and a refuse bin provided if required prior to let. The bin will not be replaced if subsequently lost/damaged. Any bulk uplift items will be identified for removal. Renewal or removal of bin stores will be a planned maintenance item.  Properties will be provided with a drying area containing either clothes poles or a whirligig. Flats with no back court will be provided with a washer dryer, maintained by us.  The grass/any planted area will not be overgrown and be free of bulk items and rubbish. The Association will take its turn at cutting the drying green if the property has been void over 6 weeks.  If the grass/planted area has not been left in a manageable condition or contains bulk items or rubbish it will be done by the Association and the outgoing tenant recharged. Any individual responsibility for the in-coming tenant will be identified and confirmed as part of the sign-up process. |
| **Permissions** | Driveways should have a dropped kerb, approved by Renfrewshire Council, to the road. If a previous tenant has created a driveway without a dropped kerb, we will not rectify this.  Where permission has been given for an alteration to the garden area, we will either remove it, or adopt and maintain it. Alterations also include trees, shrubs etc.  Where permission has been given for a hut or any external building we will either remove it, or if in satisfactory condition permit it to be taken on by the new tenant. We will not maintain it.  Any alterations/huts etc. installed without permission will be removed |