

# Stevenage Homes standard for letting empty homes (the Lettable Standard)



STEVENAGE  
HOMES



**This leaflet tells you what work will have been done in your new home before you move in. We will give you this leaflet when you view your new home. If you don't think your home meets this standard, please phone the Repairs Team on 01438 242666 when you move in.**

Throughout the lettings process we will:

- treat you with respect, be polite and give you support and advice where we can;
- show you around the property at the earliest opportunity;
- check the property meets our service standard for empty homes;
- give you details of our service standard for empty homes when you view a property and tell you what work we will do to the home and when it will be finished;
- give you details of who to contact if you have any questions during the first four weeks of your tenancy;
- send you a questionnaire to ask you about your experience of the lettings process; and
- give you useful information about your new home.





Supported by FOSTA (the Federation of Stevenage Tenants Associations) to improve the standard for letting empty homes









If you have any questions about the lettings process, please phone our Lettings Team on **01438 242666** or e-mail us at [lettings@stevenagehomes.org.uk](mailto:lettings@stevenagehomes.org.uk).










## Stevenage Homes - service standard for empty homes

### Before you move in




Location Types of work & comments	Acceptable standard	Unacceptable standard
<p><b>Staircases and handrails</b></p> <ul style="list-style-type: none"> <li>The staircase will be safe and securely fixed. There will be a handrail for the length of the staircase</li> </ul>		
<p><b>Windows and doors</b></p> <ul style="list-style-type: none"> <li>Windows and doors will be secure and will open and close properly</li> <li>We will replace cracked or broken glass</li> <li>We will change locks to the front and back door before you move into your new home</li> </ul>		

<b>Location</b> Types of work & comments	<b>Acceptable standard</b>	<b>Unacceptable standard</b>
<p><b>Kitchen</b></p> <ul style="list-style-type: none"> <li>• The sink will be clean, taps will be in a good condition and will not leak or drip. We will provide a plug and chain</li> <li>• All units will be secure, the edging will be complete and doors and drawers will work properly</li> <li>• There will be cold and hot water</li> <li>• The number of storage cupboards will depend on the size of kitchen, but there will be a minimum storage space of 86 cubic metres (wall, floor or base units, cupboards or larders)</li> <li>• There will be at least one row of tiles above the sink</li> <li>• There will be a space for a cooker with either an electricity or gas supply and with one electric cooker switch</li> <li>• There will be two double electrical sockets (if this is possible without needing to rewire the property)</li> <li>• We will provide a space for either a fridge freezer, washing machine or both, depending on the size of the kitchen</li> </ul>	 	 
<p><b>Bathroom and toilet</b></p> <ul style="list-style-type: none"> <li>• Each property will have a washbasin, a toilet and either a bath or shower. We will provide a plug and chain for the washbasin and bath or shower</li> <li>• All fittings and taps will be in a good condition and will not leak or drip</li> <li>• There will be two rows of tiles above the washbasin and bath (if there is a bath). If the property has a shower the shower area will be fully tiled</li> <li>• All toilets will work properly, have no cracks and will be securely fixed</li> <li>• There will be a secure seat, and the flush handle or chain will be working properly</li> </ul>	 	 

<b>Location</b> Types of work & comments	<b>Acceptable standard</b>	<b>Unacceptable standard</b>
<p><b>Floors</b></p> <ul style="list-style-type: none"> <li>• Carpets, laminated or wooden floors left by the previous tenant may be kept if in very good condition</li> <li>• We will replace damaged tiles and we will try to match them with the existing flooring</li> <li>• We will replace missing floorboards</li> <li>• Floorboards will be even and secure, with no nails sticking out and free from rot and woodworm</li> <li>• Solid floors will be free from major faults and have a good finish</li> </ul>		
<p><b>Ceilings and walls</b></p> <ul style="list-style-type: none"> <li>• We will remove torn wall paper but we will not replace it</li> <li>• Ceilings and walls will be safe and plasterwork will not be cracked. (We will fill cracks over 6mm)</li> <li>• We will remove any damaged plasterwork and repair any damage there is</li> <li>• If the ceiling has an Artex coating and it is in a good condition, we will leave it. If it is in a poor condition, we will remove it</li> <li>• We will remove polystyrene ceiling tiles from the kitchen, hall, stairs and landing. We will not remove tiles that are in good condition in other rooms</li> <li>• Walls will not have damp and mould</li> </ul>		

<b>Location</b> Types of work & comments	<b>Acceptable standard</b>	<b>Unacceptable standard</b>
<p><b>Gas</b> (if the property has a gas supply)</p> <ul style="list-style-type: none"> <li>• We will have the gas supply and appliances tested in line with current gas safety regulations to make sure they are in safe and working order</li> <li>• We will give you a copy of the landlord's gas safety certificate at the sign-up</li> <li>• A disconnected gas supply may not have been checked before you have moved in, but will be capped. Once reconnected, the cap will be removed and a test will be carried out</li> </ul>		
<p><b>Heating</b></p> <ul style="list-style-type: none"> <li>• Heating will be either gas or electric</li> <li>• Hot-water cylinders will have an insulation jacket or lagging that meets the current standard</li> <li>• We will provide energy performance certificates with all new properties we let. We will give you the certificate at the sign up</li> <li>• There will be a stop tap (stopcock) for water and an emergency control valve to turn off the gas supply</li> </ul>		
<p><b>Electricity</b></p> <ul style="list-style-type: none"> <li>• We will have the electrical supply checked in line with the National Inspection Council for Electrical Instalation Contractors (NICEIC) inspection procedure</li> <li>• Sockets, switches and fittings will be safe to use</li> <li>• Each room (except the bathroom and toilet) will have at least one plug socket</li> </ul>		

<b>Location</b> Types of work & comments	<b>Acceptable standard</b>	<b>Unacceptable standard</b>
<p><b>Cleaning</b></p> <ul style="list-style-type: none"> <li>• We will sweep all paved areas including the drive and path</li> <li>• We will sweep and vacuum all hard floors to remove loose dust</li> <li>• We will sweep, mop and dry all tiled, concrete and hard floors to remove dirt and scuff marks</li> <li>• We will sweep and mop all storage cupboards</li> <li>• We will wipe clean all fixtures, fittings, window sills and ledges, radiators, pipes, door frames, door handles, picture rails, skirting boards and fire surrounds</li> <li>• We will remove cobwebs from walls, ceilings and cupboards</li> <li>• There will be no graffiti</li> <li>• We will remove Blu-tak, sellotape, drawing pins, chewing gum and labels</li> <li>• We will wash the inside of all windows</li> <li>• We will wash the inside and outside of kitchen cupboards, drawers, sink, taps, plugs, worktops, wall tiles, grouting and sealant</li> <li>• We will wash the shower, bath, washbasin, taps, toilet and pipes</li> <li>• There will be no rubbish in the loft</li> <li>• There will be no streaks or marks from cleaning, and surfaces will be left dry</li> </ul>		

<b>Location</b> Types of work & comments	<b>Acceptable standard</b>	<b>Unacceptable standard</b>
<p><b>Outside</b></p> <ul style="list-style-type: none"> <li>• We will replace damaged paving slabs or concrete areas that lead to the front, side or back door and could cause someone to trip</li> <li>• Roofs, walls, gutters and downpipes will be safe</li> <li>• We will remove rubbish from the front and back gardens, bin stores, and any sheds</li> <li>• Gardens will be tidy and in a condition that meets the standard of the tenancy contract</li> <li>• We do not normally repair fences before we let the property.</li> </ul>		
<p><b>Adaptations</b></p> <ul style="list-style-type: none"> <li>• We will not remove adaptations (except stairlifts)</li> <li>• We will leave in place any fixtures from previous tenants if they are in a working condition (for example, washing machine plumbing fittings)</li> </ul>		
<p><b>Phone wires</b></p> <ul style="list-style-type: none"> <li>• We will pin these to the brickwork of the property</li> </ul>		
<p><b>Asbestos</b></p> <ul style="list-style-type: none"> <li>• At the sign-up we will give you details of what checks have been made, what asbestos has been found (if any) where it is and how you should manage it safely</li> </ul>		

<b>Location</b> Types of work & comments	<b>Acceptable standard</b>	<b>Unacceptable standard</b>
<p><b>Decorations</b></p> <ul style="list-style-type: none"> <li>• If your home does not meet the acceptable standard for decorating in your tenancy contract, we will give you decoration vouchers at the sign-up to help you pay for the work you will need to do</li> <li>• We will decorate sheltered properties before you move in</li> <li>• In exceptional circumstances we will decorate other properties, please ask at your viewing or sign-up if you need help with decorating your home. If we do decorate, we may do this after you have moved in</li> </ul>		

**Work that may be carried out after you have moved in**

Types of work & comments	<b>Acceptable standard</b>	<b>Unacceptable standard</b>
<ul style="list-style-type: none"> <li>• Repairing and replacing window handles and latches</li> <li>• Replacing cracked covers over drains</li> <li>• Replacing slipped or broken slates</li> <li>• Repairing gutters and downpipes.</li> </ul>		

## Settling-in visit

**We will visit you within 28 days of you moving into your new home to check that you have moved in successfully. At that visit one of the things we will ask you to do is to sign this document, to say that your home met this standard when we let it to you.**

I agree that my home met the service standard for empty homes when it was let to me.

Name:

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Signature:

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Address:

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The following needs to be done to meet the service standard for empty homes

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2

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3

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4

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When this work is finished I will be happy that my home meets the service standard for empty homes.

Name:

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Signature:

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Address:

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## Translation facilities

This is information about your housing services. We can make this information available in different languages, on audio tape, in Braille or in large print if you ask us to. We also have interpreting facilities for people who do not speak English.

**Phone 01438 242666 (or textphone 01438 242150) for more information.**

### BENGALI

এটি আপনার আবাসন পরিষেবাগুলি সংক্রান্ত তথ্যাবলী। আমরা এই তথ্যাবলীকে অনুরোধক্রমে, বিভিন্ন ভাষায়, অডিও, ব্রিইল ও দৃষ্টিহীনদের জন্য ব্রেইলে এবং বড় প্রিন্ট প্রদান করতে পারি। ইংরেজী ভাষাভাষী নন এরকম ব্যক্তিদের জন্য আমাদের সোভাষী সুবিধা রয়েছে। আরো তথ্যের জন্য 01438 242666 নম্বরে ফোন করুন বা 01438 242150 টেক্সটফোন নম্বরে যোগাযোগ করুন।

### CHINESE

关于住房服务的信息。在需要时，我们可以以各种不同的语言、适用于聋人和盲人的声频与布莱叶盲文以及大字体格式提供这些信息。我们还可以为不会说英语的人士提供便利的口译服务。请致电 01438 242666 或拨打文本电话 01438 242150 来获取更多信息。

### GUJARATI

આ આપની હાઉસિંગ સેવાઓ વિશેની માહિતી છે. અમે આ માહિતી વિવિધ ભાષાઓમાં, અધિર અને અંધ લોકો માટે ઓડિયો, બ્રેઇલ સ્વરૂપે અને જો વિનંતી કરવામાં આવે તો મોટા અક્ષરો સ્વરૂપે ઉપલબ્ધ કરાવી શકીએ છીએ. જે લોકો અંગ્રેજી બોલી શકતા નથી તેમના માટે અમે દુભાષિયાઓની સેવા પણ આપીએ છીએ. વધુ માહિતી માટે 01438 242666 પર ટેલિફોન અથવા 01438 242150 ટેક્સ્ટફોન પર સંપર્ક કરો.

### HINDI

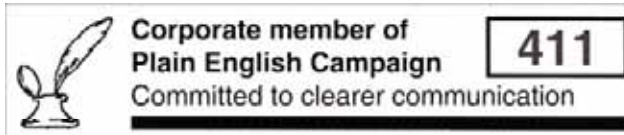
यह जानकारी आपकी आवास सेवाओं से संबंधित है। अनुरोध किये जाने पर हम यह जानकारी विभिन्न भाषाओं, ऑडियो, ब्रहरे और अंधे व्यक्तियों के लिए ब्रेल तथा बड़े प्रिंट में उपलब्ध करा सकते हैं। ऐसे लोग जो अंग्रेजी नहीं बोलते हैं, उनके लिए हमारे पास दुभाषिया की सुविधाएं भी उपलब्ध हैं। अधिक जानकारी के लिए 01438 242666 पर टेलीफोन करें अथवा 01438 242150 पर टेक्स्टफोन से सम्पर्क करें।

### PUNJABI

ਇਹ ਤੁਹਾਡੀਆਂ ਬਸੋਰਾ ਸੇਵਾਵਾਂ ਬਾਰੇ ਜਾਣਕਾਰੀ ਹੈ। ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ 'ਤੇ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਅਸੀਂ ਇੰਡਿਓਨ ਡਾਸ਼ਾਵਾਂ, ਆਡੀਓ, ਬਲੇ ਅਤੇ ਅੰਨ੍ਹੇ ਲੋਕਾਂ ਵਾਸਤੇ ਬਰੇਲ ਲਿਪੀ ਅਤੇ ਵੱਡੇ ਛਪੇ ਵਿਚ ਉਪਲਬਧ ਕਰਵਾ ਸਕਦੇ ਹਾਂ। ਅਸਿੱਧੇ ਲੋਕਾਂ ਵਾਸਤੇ, ਜੋ ਅੰਗਰੇਜ਼ੀ ਨਹੀਂ ਬੋਲਦੇ, ਸਾਡੇ ਕੋਲ ਦੁਭਾਸ਼ੀਆਂ ਸੁਵਿਧਾਵਾਂ ਵੀ ਹਨ। ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਵਾਸਤੇ 01438 242666 'ਤੇ ਟੈਲੀਫੋਨ ਜਾਂ 01438 242150 'ਤੇ ਟੈਕਸਟ-ਫੋਨ ਕਰੋ।

### URDU

یہ معلومات آپ کی رہائشی خدمات (ہاؤسنگ سروسز) کے بارے میں ہیں۔ ہم درخواست کرنے پر یہ معلومات مختلف زبانوں، بھرے اور نابینا افراد کے لئے آڈیو، بریل اور چھاپے کے بڑے حروف میں فراہم کر سکتے ہیں۔ ہمارے یہاں ان افراد کے لئے ترجمانی کی خدمات بھی موجود ہے جو انگریزی نہیں بولتے۔ مزید معلومات کے لئے 01438 242666 یا ٹیکسٹ فون 01438 242150 پر رابطہ کریں۔



**Stevenage Homes, Daneshill House, Danestrete, Stevenage, Herts SG1 1HN**

**Telephone 01438 242666 Textphone 01438 242150**

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