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Your guide to  
**Lettable  
and Return  
Standards**

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# Introduction

## **The purpose of this booklet is to:**

Explain the standard of accommodation that our customers can expect when taking a new tenancy with Stockport Homes.

Highlight the condition that we expect the property to be in when it is handed back to Stockport Homes at the end of the tenancy. This will help you avoid unnecessary charges.

## Monitoring the standard

The Standards set out in this booklet have been approved by customers. If you would like to get involved with how we set our lettable standards (or any other area of service provided), then please contact our customer involvement team [customer.involvement@stockporthomes.org](mailto:customer.involvement@stockporthomes.org).

On occasions we may need to carry out minor jobs when you have moved in, but we will explain this to you when you sign your tenancy agreement.

Some issues can only become apparent when a new tenant moves in to the property. If you have any issues with your property, please contact us by calling our contact centre on **0161 217 6016**.

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# Checks

- We will inspect the property, organise and make arrangements for all repairs to be completed
- An electrical safety check (to comply with the current safety regulations) will have been completed and a copy of the electrical safety document will be available upon request.
- We will carry out a legionella assessment on the plumbing installation.
- During cold winter months, we may turn off and drain down the water supply to prevent pipes freezing. If we do, we will explain how you can turn the water back on.
- If there is gas heating or appliances, a Landlords gas safety record will be supplied to you after your heating and hot water has been turned on and tested.
- We will tell you who the utility supplier is (gas and electric) and the location of the nearest pay points.

## Cleanliness

All of the previous occupants' furniture and personal possessions will be removed prior to you moving in. Any rubbish left behind (within the property, loft, shed or gardens) will be cleared away. After repairs are completed, the property will be brushed out and surfaces wiped down before you move in. This will include wiping down kitchen units, work surfaces and cleaning bathroom fittings.

- The property will be cleared and free from rubbish ready for you to move in.
- All of the windows will be clean on the inside.
- Window sills will be wiped down.
- Walls and ceilings will be free of dirt and cobwebs.
- All woodwork will be wiped down.
- Washable floor coverings will be cleaned.
- Radiators and fire surrounds will be wiped down.
- Kitchen units, shelves and drawers will be cleaned and free from dirt or grease.
- All tiled surfaces including grout will be cleaned and free from mould.
- Toilet seats will be chemically cleaned or renewed as appropriate.
- All toilets will be cleaned and sanitised.
- Bath / shower areas and wash basins will be sanitised.

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## Doors and windows

- All locks to the front and rear doors (where applicable) will be replaced with new before you move in. A minimum of two keys for each lock will be provided. We will supply you with at least one fob or key for any communal doors.
- All internal doors will open and close with ease, with handles and latches fitted.
- Windows, first floor and above will have safety restrictors fitted.
- Inside your home, living rooms and bedrooms will have curtain battens fitted above the windows.



## Floors, stairs and ceilings

**Floors will be free from structural defects, holes and trip hazards. Bathrooms and kitchens will have securely fitted and fixed washable floor coverings.**

- Carpets may be left if they are in excellent condition, and these will be gifted to you if you want them, and will become your responsibility - we can of course remove them if you prefer. Please discuss this with us during the accompanied viewing.
- Stairs, balustrades and handrails will be safe, secure and in place before you move in.
- All visible plaster work will be intact and ready for redecoration.
- Polystyrene tiles and covings will be removed.
- Any damaged vent covers will be replaced.
- All walls and ceilings will be free from mould.

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# Kitchen

- The number of kitchen units provided will be determined by the space available.
- A space will be provided (where possible) for a fridge/freezer.
- A space will be provided for a washing machine (where possible), including plumbing and drainage. If space is limited in the kitchen we may try to make additional space available in cupboards outside of the kitchen area. You will however, need to arrange to have your washer connected to the services by a plumber.
- A cooker space will be available and a minimum of one type of cooking facility (electric or gas supply) will be provided. Please note that you will need to arrange for the cooker to be connected by a qualified electrician/ Gas Safe engineer.
- An extractor fan or device will be fitted but this may happen during the first few weeks of your new tenancy.
- Please note that only electric cookers are permitted in our high rise blocks for safety reasons.
- Although we try and create spaces for appliances in standard sizes, this may not always be possible. Sizes should always be checked when viewing. Please note that narrow white goods can be purchased to fit narrow openings.



## Bathroom

- Bathrooms and toilets will have a WC, a bath and/or shower and a wash hand basin.
- A new shower curtain will be provided where there is a shower installed.
- Baths and basins will have clean, mould free sealants.
- An extractor fan or device will be fitted. This may be installed after you move in.
- Plugs and chains will be in place.

## Adaptations

If a property has previously been adapted for customers with individual needs (such as installing a level access shower) then we will retain this feature so that other customers can benefit from it.

For this reason, this type of adaptation would not be removed and replaced with a bath, after you have moved in to the property.

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# Heating and recommissioning

The property will have a radiator or heater in each habitable room (living room and bedrooms).

Our engineers will test the heating system when you move in to make sure that it works correctly and to explain to you how it operates.

You will need to contact us when you move in to your home, to make an appointment, please call our contact centre to arrange for this to take place – **0161 217 6016**.

**Please note: it is essential that there is power available and that there is credit on the meter for this to take place.**

Instructions for the heating controls will be explained to you, and a copy of the instruction manual provided if available at the time of commissioning. The engineer will show you where the main water stop tap is located so the supply can be isolated in an emergency, should you ever discover a leak.

**It is extremely important, and also a legal requirement, that for your own safety all your gas appliances are serviced annually. You will need to allow access at least once each year for one of our qualified gas engineers. We will contact you with plenty of notice to arrange for this check to take place.**

## Decorating

We want you to be able to make your home your own. We will not usually decorate, although we may contribute towards the cost of redecoration by providing vouchers, depending upon the condition of the existing decoration. We will discuss this with you when you view the property and explain how and where the vouchers (if issued) can be used.

We will remove extremely dirty wall paper and paint over any undesirable graffiti.

We do not normally fill minor cracks and small chips or holes and we advise that these should be filled or caulked before decorating.

Within sheltered schemes, decoration will be clean, torn paper will be replaced to affected walls and any plastered surfaces will be painted as a minimum.

Advice and tips on how to decorate can be found on the B+Q Youtube pages and also online at <http://diy.com/ideas-advice/1.hroot>

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## Planned external maintenance

External works and improvements such as repainting, new fencing, gates or replacing roofs, will usually be carried out as part of our 'Planned Cyclical Programme'.

If any work is planned to your property or area, your Neighbourhood Housing Officer can give you further information during the first tenancy visit.

## Roof, gutters and drainage

- Gullies and grids around the property will be clear and free from obstruction, and grid covers will be in place.
- Gutters and down pipes will be intact and fully functional, the roof will be watertight and missing roof tiles may be replaced after the start of your tenancy providing there are no leaks.

## External works and gardens

- Perimeter paths around the property and leading to the front door will be free from trip hazards, such as missing flags or trip hazards greater than 25mm.
- Boundary fencing (that abuts a public highway), rear garden 'party' fencing and gates (where fitted) will be in good condition.
- Clothes posts and clothes line brackets will be maintained if already provided.
- Electric and gas meter housings will be secure.
- Gardens will be tidy with bushes clipped.
- Garages and outbuildings will have a new lock fitted.
- Storage sheds left from the previous tenancy may be left if in good condition and gifted to you. This will be discussed during your viewing.
- We know it's important that you're able to move into your new home as quickly as possible and these items do not affect your ability to move in. These works may therefore be completed after the start of your tenancy.

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## Settling in to your new home.

- We want you to enjoy your new home. More advice and information about your tenancy with us and the additional services we offer can be found online at [www.stockporthomes.org](http://www.stockporthomes.org) or by speaking to your Housing Officer.
- If you need access to furniture due to having a limited income, we will have already discussed options available to you. If you need further help or support please talk to your Housing Officer or contact us on 0161 217 6016.
- If you live in a block of flats, maintenance cleaning by the Caretaking Team may be provided, subject to a service charge. Some properties have shared responsibility for keeping communal areas clean, and you will be advised accordingly when you view the property.
- Communal gardens that are subject to a service charge will be maintained by us and will be cut, trimmed and tidied at regular intervals. Your Neighbourhood Housing Officer can give you further information.

## Alterations to your property

Any alterations that you wish to carry out to the property during your tenancy must be approved by SHG beforehand by completing a Property Alteration Form and submitting to us. Any alteration must be compliant with building regulations and service standards, and must be checked by us on completion. Unauthorised alterations will be removed and the cost to reinstate the work will be charged to you.

## Asbestos

- We will check your property for asbestos and ensure that any asbestos in poor condition is removed.
- We will provide you with asbestos guidance when you sign for your tenancy which will explain do's and dont's and precautions that should be taken when carrying out work in your home.
- If you have any questions regarding asbestos in your home, contact our Customer Safety Team on **0161 218 1944**, or email **[asbestos@stockporthomes.org](mailto:asbestos@stockporthomes.org)**.



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## Accessing our services

Please contact us if you would like to receive this information in an alternative format such as large print, audio or braille.

Call **0161 474 2860** or email  
**[inclusion@stockporthomes.org](mailto:inclusion@stockporthomes.org)**