

Let's talk about...

YOUR NEW HOME STANDARD (LETTABLE STANDARD)

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Chester
& District
Housing
Trust

We ensure that all properties ready for letting have been subject to our standard checks for cleanliness and condition, services supply, the proper operation of appliances for the use of water and heating and that it meets all health and safety requirements

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If the property requires bathroom or kitchen upgrade, this work may be completed after the resident moves in to enable them to make choices of colours, tiling etc. In those cases, the work will be completed within 30 days at an appointed time. On occasions, there may be minor 'when let' works required. These are minor works that will be completed within 30 calendar days of the tenancy date, at a mutually convenient time.

QUALITY STANDARDS

The following standards have been agreed with Resident Inspectors and approved by the Residents' Board, as the minimum quality to provide the highest level of satisfaction for our customers when they move into their new home. A minimum of 10% of all vacant property will be checked against the lettable standard by Resident Inspectors.

INTERNAL

- All windows and doors must be able to open and close freely (with two keys supplied on lockable doors or windows)
- Kitchens must be in a good condition with all doors and drawers working effectively
- Baths, hand washbasins and toilets must be in a good condition and a new WC seat installed
- Floors and stairs must be repaired or replaced if damaged
- Defective plasterwork larger than the size of a 50p piece, must be repaired
- Broken windows must be re-glazed

EXTERNAL

- Walls and the roof must be free of defects that could cause dampness
- Guttering, downspouts, waste pipes and grid covers must be intact and free of blockages
- Some defects such as loose steps or uneven flags must be repaired for health and safety reasons
- All fences and boundary walls must be secure, stable and in good condition. Where the fence is safe and secure but requires renewal it will be included in a cyclical programme

HEATING AND ELECTRICITY STANDARDS

The following essential health and safety checks will be undertaken:

- The heating system will be tested and a certificate of safety provided to the new tenant
- The minimum number of electrical points are as follows:
 - Kitchen:** 3x double sockets plus cooker point
 - Living room:** 3x double sockets
 - Each Bedroom:** 2x double sockets (unless small box room which will be 1 double socket)
 - Hallway:** 1x double socket for each floor
- All sockets, lighting and their fittings should be in good condition and a certificate of safety provided.

CLEANSING STANDARDS

The property will have:

- All rubbish removed from in and around the property including any bin storage areas
- Floors swept and cleaned
- Carpets and curtains removed unless an agreement has been made to retain them for the new tenant
- Sinks, cupboards and worktops thoroughly cleaned and washed down. All woodwork including skirting boards thoroughly washed down.
- Any graffiti removed
- All sanitary ware disinfected and cleaned
- Windows including frames and cills cleaned (internally only)

GARDEN

Where the property has a garden it will have been cleared of rubble and rubbish and overgrown grass will be cut before a new resident moves in.

DECORATION

You may be offered an allowance towards decorating. This is a contribution towards the cost of decorating and is not intended to cover all the costs involved. The allowance is valid for three months from tenancy sign-up and can be used at several local suppliers.

It is the residents' responsibility to choose a suitable utility company to supply gas, electricity and water.

IF YOU WANT TO KNOW MORE, PLEASE CONTACT US:

Online

Web: www.cdht.org
Email: info@cdht.org

By phone

Freephone: 0808 100 7701

Lines open

Monday to Thursday
8am—6pm
Friday 8am—5pm

Fax: 01244 305690

Minicom: 01244 305500

BY VISITING US AT:

Chester —

Registered Office
Centurion House
77 Northgate Street
Chester, CH1 2HQ.
Monday to Friday
9am—4.45pm

Lache —

Neighbourhood Office
89a Cliveden Road
Lache, CH4 8DT.
Mon, Tues, Thurs and Fri
9am—12pm

Blacon —

Neighbourhood Office
17—18 The Parade
Blacon, CH1 5HW.
Monday to Friday
1.30pm—4.30pm

RESIDENT INVOLVEMENT

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!**

Interested? Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also available in

অনুবাদ পাওয়া যাবে 可获得翻译版本。 備有譯本 ترجمہ مہیا کیا جا سکتا ہے

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