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Your guide to our . . .
Lettable standard

Ensuring you know the standard of property
you should expect from us

Glen Oaks
HOUSING ASSOCIATION 

We are committed to ensuring that, when we allocate a property to a new tenant, it is in a reasonable condition – this is called our lettable standard.

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Glen Oaks Housing Association wants to make sure all properties are of a similar standard when tenants move in. This booklet has examples of the standard you can expect.

Safety checks

Before you move into one of our properties, we carry out several safety checks. This is to ensure the property is safe and secure for you and your family. We will provide you with a copy of the certificates when you collect your keys.

Heating

An annual gas safety check will be carried out and the new tenant supplied with a copy of the pass certificate. The heating and hot water controls will be demonstrated to the incoming tenant. We will confirm this has been carried out at a new tenant visit.

Electrical

A full electrical safety inspection will be carried out so that all switches, sockets, light fittings and smoke detectors will be safe and fully operational. New tenants will be supplied with a copy of the pass certificate. A hard wired smoke detector will be fitted where appropriate. A battery operated carbon monoxide detector will be fitted where required.

Asbestos

Full asbestos checks are carried out on every property where textured coatings are in place or other asbestos-containing materials are suspected. When the report has been received, appropriate action will be taken depending on the results.

Energy Performance Certificates (EPC)

We carry out an energy performance check on all of our properties in order to assess the energy efficiency. An EPC is provided to all new tenants. If the rating is below average, staff will advise on plans for improving this.

A new tenant visit and satisfaction survey will be carried out to ensure our lettable standard continues to meet the expectation of our tenants.

Cleanliness



All properties will be swept out and cleaned with disinfectant including fittings & fixtures such as kitchen units and sanitary ware.

All properties will be cleared of previous tenants' belongings. Outgoing tenants will be charged accordingly for this removal.

If appropriate, and depending on condition, curtains, blinds and floorcoverings left by former tenants may be left as a security measure and / or for possible re-use by the new tenant.

Decoration



Obvious damage to plasterwork will be repaired. Wallpaper that is badly damaged or soiled will be removed.

In exceptional circumstances, where the decoration is deemed to be poor and would affect the likelihood of acceptance, the property will be decorated to a good standard using neutral colours.

All ceilings will be free of polystyrene.

Kitchen



A fully functioning kitchen will be provided with an appropriate number of units and cupboards for property size and type.

Worktops will be fully sealed and free from damage such as burn marks.

Cooker and washing machine connection points will be provided.

Adequate ventilation will be present.

Bathroom



All sanitary ware will be deep cleaned with disinfectant.

All plumbing installations will be checked for leaks or damage and repaired as necessary.

A new toilet seat will be fitted.

Flushing mechanisms will be in good working order.

All existing tiling is in good condition and adequately sealed.

In properties with medical adaptations or where a tenant or family member has a medical condition that would require access to the bathroom from outside, a lock will be fitted that can be opened from the outside.

Gardens



Gardens will be clear of bulky waste and if required grass cutting will be arranged.

Fences and boundary walls will be safe and secure.

Any sheds or outhouses in good condition will be left and will become your responsibility.

Windows



Window frames will be sound and serviceable.

Window panes will be free from cracks and will have good seals.

Ground floor windows will be fitted with locks as standard.

General



All our houses will be wind & watertight, safe & secure.

All entrance doors will be secure, functioning and undamaged.

All internal pass doors will be functioning and undamaged.

Communal areas



Communal areas will be clean, tidy and free from rubbish and furniture.

Handrails and banisters will meet safety requirements.

All footpaths and steps will be safe and level, reasonably smooth and free from tripping hazards.

Contact Us

Glen Oaks Housing Association Limited, 3 Kilmuir Drive, Arden, Glasgow, G46 8BW

 0141 638 0999

 07860 027 496

 www.glenoaks.org.uk

 go@glenoaks.org.uk

 [Glenoakshousing](https://www.facebook.com/Glenoakshousing)

 [@GlenOaksHousing](https://twitter.com/GlenOaksHousing)

Our office opening hours are:

Monday, Tuesday & Thursday: 9am - 5pm

Wednesday: 9am - 1pm

Friday: 9am - 4pm

Our office is closed for staff training from 1pm every Wednesday.



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