

# Tenants Lettable Standard



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### Purpose

This document explains the standard you should expect when moving into a Newham Council home.

Before we offer you a property, we check it to make sure it meets our Lettable Standard. This means the home should be safe, secure, clean and ready for you to move into. The property will also meet relevant health and safety requirements.

The property may not be newly decorated or refurbished, but we will ensure that all safety checks and essential repairs have been carried out before you move in. In some cases, further minor repairs may need to be completed after you move in.

Some homes used for Temporary Accommodation or for Care Leavers may include extra items such as appliances or flooring.

This document explains the checks we carry out before a property is let.

### Our commitment

Before you move in, we will make sure that:

- the property is safe to live in
- safety checks have been completed
- doors and windows are secure
- the property has been cleared of rubbish
- the property has been cleaned to a post-works standard (note that this is not a deep clean and it is possible that there may still be some dust from recent repair work.)
- water, electricity and heating should be working properly. Note that heating and meters may need to be commissioned after handover of keys.

Before you move in, we will carry out important safety checks.

These will include:

- gas safety checks where gas appliances are present
- fire safety checks and fire doors
- damp and mould checks
- electrical safety checks
- smoke and heat alarms installed and working
- carbon monoxide alarms where needed
- Windows will:
  - open and close properly
  - be safe and secure
  - include safety restrictors where needed.

When you sign your tenancy agreement you will receive copies of the relevant safety certificates.

Where it exists, we will provide you with an Energy Performance Certificate (EPC) for the property.

### **Fire Safety in your home**

Your safety is very important to us. When you move in, we will provide you with important fire safety information to help you stay safe. Note: This will be provided as part of your sign-up pack.

## Decoration

Depending on the condition of the property:

- decoration may be completed before you move in, or
- you may receive a decoration pack so you can decorate the property yourself.

Decoration packs (including paint and decoration supplies and tools) may be given to you at sign-up or delivered shortly afterwards.

Walls and ceilings will be in reasonable condition and free from major damage.

## Bathroom

Your home will have:

- a bath or shower
- at least one toilet
- a wash basin.

Bathroom fittings will be clean and in working order including tiled splash-backs and other tiling.

Extractor fans will work where they are installed.

Photo 1: Standard bathroom with sink and bath/shower post-voids works.

Photo 2: Standard accessible bathroom with sink and shower post-voids works.



## Kitchen

Your kitchen will include:

- a sink with running water
- kitchen cupboards or storage where space allows
- space for a cooker
- space for a fridge where possible within the kitchen.



You will need to arrange for your cooker to be connected by a qualified installer. Please contact us if you have any questions about this. Do not attempt to connect your cooker yourself or by using an unqualified installer.

Photo: Kitchen worktops, cupboards and sink after standard void works complete.

- Your home will have a working heating system and hot water.
- The system will be checked before you move in, and you will be shown how to use it at a pre-arranged appointment following your tenancy sign up.
- Radiators and pipework will have been checked and will be in full working order.

## Electrical Safety and Supply

The electrical system in your home will be checked before you move in to ensure that it is safe. This includes checking the safety standard of wiring, lighting and electrical fittings.

Smoke alarms will be checked, replaced or installed in every home located in areas where compliance specifications indicate.

## Doors and Security

We will make sure that:

- doors and windows work properly
- locks are safe and secure
- thumb turns on front doors are in place and working effectively
- keys and fobs are provided.
- where the entrance door opens onto a communal hallway then a minimum rated fire-resisting door set will be fitted.
- all internal doors will function correctly and safely.
- kitchens will be fitted with a fire door if required.

## Floors, walls and ceilings

We will make sure that:

- floors are safe and free from hazards
- walls and ceilings are in reasonable condition
- any major damage is repaired.

## Stair safety

- where they are present stairs and handrails will be safe and secure

## Drainage and water supply

- water supply will be checked to make sure it is working properly
- drains and waste pipes will be checked to make sure water drains away and they are not blocked

## Gardens and outside areas

If your home has a garden:

- it will be cleared of rubbish
- overgrown plants will be cut back
- fences will be in a safe condition

Paths and steps will be checked to make sure they are safe and free from trip hazards.



Photo: Back garden with grass, trees and fences cut back and rubbish cleared.

## Temporary accommodation and care leavers



Homes used for Temporary Accommodation or Care Leavers include extra items such as:

- a cooker
- a fridge freezer

These items have been gifted to you and will be checked and cleaned before sign-up, as well as being annually PAT tested.

## Your responsibilities

After you move in you will be responsible for:

- decorating the property if you choose to do so
- keeping the property clean and in good condition
- maintaining any garden that is part of your tenancy
- ensuring you do not cause a fire safety hazard in your home or any communal area
- ensuring you report any building or fire safety risks at [buildingsafety@newham.gov.uk](mailto:buildingsafety@newham.gov.uk)
- after you move in, you will be responsible for looking after the garden.

## If something is not right

We want you to enjoy your new home.

If you believe your property does not meet the Lettable Standard described above, please contact us so we can resolve the issue as quickly as possible.

You can report issues by using the following contact information:

- For non-emergency repairs call 020 8430 2000 (Mon-Fri, 9am-5pm; Sat, 9am-1pm) or email [HSG-Repair.Request@newham.gov.uk](mailto:HSG-Repair.Request@newham.gov.uk). You can also use the online repairs portal: <https://my.newham.gov.uk/Report-It/property/>
- For emergency repairs, call 0203 373 5500 (24/7).
- For information on Damp and Mould and what to do about it, click here: <https://www.newham.gov.uk/housing-homes-homelessness/damp-condensation-mould>. Or you can email [dampandmouldtaskforce@newham.gov.uk](mailto:dampandmouldtaskforce@newham.gov.uk)