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| QUEENS CROSS HOUSING ASSOCIATIONVOID PROPERTY- THE QUEENS CROSS STANDARD |
| Queens Cross Hosing Association are committed to providing our Tenants with excellent quality housing, which is safe, secure and meet the expectations of our Tenants. To help us achieve this, we have produced this “Lettable Standard” which will ensure that all properties let by Queens Cross Housing Association meet these high standards  |
| Safe and Secure | What we will do |
| Your property should be Safe and secure | * Gas and electrical supplies will be checked to ensure that they are safe and available
* Front and rear entrance door locks will be changed
* Window safety catches checked, and replaced where required
* A minimum of two sets of entrance door keys will be handed over to you along with window lock keys where required.
* Where you have an electronic door entry system, this will be checked and in good working order.
* Smoke and CO alarms will be tested and in good working order
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| Inside Your Home |  |
| Your home should be wind and watertight | * All window gaskets will be checked and replaced where required.
* Any signs of water penetration will be investigated and repairs carried out if necessary
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| Your property will be cleaned throughout  | * A full valet service will be carried out incorporating cleaning all sanitary ware, kitchen units, sinks, all doors, windows and skirtings will be washed down, and all floors will be swept and cleaned
* All left over belongings and floor coverings, where requested, from the previous Tenancy will be removed
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| All pass doors and windows will be in good working order and free from damage. | * All pass doors and windows will be checked to ensure that they operate properly. Adjustments will be made if required.
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| All water supply pipe work will be safe and free from leaks. | * All pipe work, where accessible will be inspected and repairs carried out where required
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| Your home will be free from rot and damp | * A visual inspection will be carried out throughout the property, and repairs will be carried out where required
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| Sanitary appliances will be in good condition, functioning properly and free from stains or cracks | * Sanitary appliances will be replaced where cracks or stains (which cannot be removed by normal cleaning methods) are noted.
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| Kitchen units will be clean, in good condition with doors and drawers matching and in good working order | * Where kitchen unit doors or drawers are found to be damaged or unsafe to use, matching doors or drawer fronts will be installed
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| All worktops will be in good condition and free from defects | * All worktops will be inspected, and replaced with matching worktops if required.
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| Kitchen and bathroom extract fans will be cleaned and in good working order. | * Extract fan covers will be removed and cleaned, and the blades of the fan will be cleaned.
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| Your heating system will be in good working order | * Your central heating systems will be checked to ensure that operates properly
* We will provide you with a gas safety certificate covering all gas appliances installed by the Association
* We will provide you with an energy performance certificate that shows how energy efficient your new home is.
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| Internal stairs will be safe, and handrails secure. | * We will inspect all stairs and handrails and carry out repairs if required.
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| Plaster wall and ceiling finishes in good condition | * Where accessible, all wall finishes will be inspected and any defects attended to.
* Decoration is generally not carried out, but in exceptional circumstances, we may decorate part of or the full property.
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| We cannot guarantee that electrical fittings installed by Tenants have been installed in accordance with current electrical safety regulations. | * All non-standard electrical fittings, including switches, sockets and light fittings from the previous Tenancy will be removed and replaced with standard fittings to ensure that the electrical installation is safe
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| All floors will be safe and free from serious defects | * All floors will be inspected and repairs carried out if required
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| Outside Your Home |  |
| Gardens will be tidy and not overgrown | * Where required, we will trim back protruding hedges, cut overgrown grass.
* Gardens will be free of any items left by previous Tenants
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| All access paths to your home will be safe to use, and free from any trip hazards | * We will inspect all access paths leading to your home and carry out repairs as required
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| All walls, fencing, gates and handrails will be safe, secure and in good working order | * An inspection will be carried out, and any defects noted will be attended to within 28 days after your move in date.
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| Roofs and gutters will be in a good state of repair | * A visual inspection of your roof and gutters will be carried out. Any defects noted will be attended to within 28 days after your move in date.
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