



If there are any repairs still to be done on your property these are listed below.



If you're not happy with the repair and preparation of your new home and feel it does not meet our lettings standard, please speak to your Housing Management Officer.

Finally, we wish you a long, comfortable and happy stay in your new LHA home.



## Customer information

# OUR LETTINGS STANDARD

We let over 700 homes each year. We aim to ensure every LHA home is safe, clean and in good condition when it is let so we apply a consistent standard when assessing an empty home.

We may vary these standards where we're making special efforts to let a property that has not let easily.

We'll usually carry out all the repairs needed before you move in. Occasionally where minor repairs are needed, but we would not want to delay the letting, we may carry these out around you.

If you would like this or any other LHA publication explained, translated or made available in another format such as large print, audio or Braille, please contact your nearest LHA office.





## OUR LETTINGS STANDARD



### The standard

We will ensure that:

- The property is clean
- The property is wind/weather-tight, free from damp or leaks
- The decoration is in good condition (although it may not be to your taste). If not, we'll decorate or provide a decoration allowance to all homes
- There has been a gas safety check to make sure all gas appliances are in full working order and safe
- There has been an electrical safety check to ensure all appliances and fittings are safe, free from damage and in good working order
- Kitchen units are fully working, clean and in usable condition
- Work surfaces are in a hygienic condition and sealed around the edges
- Bathroom fittings are free from cracks/splits/significant chips or discolouring and fittings are in full working order without leaks
- Plugs/chains are fitted. A new toilet seat is fitted unless the existing one is in good clean hygienic condition
- Wall tiles in kitchens/bathrooms are free from cracks and properly fixed/grouted



## OUR LETTINGS STANDARD



- Floor coverings in the kitchen and bathroom are safe and free from significant damage or staining – vinyl floor covering is provided in kitchens/bathrooms
- Windows and doors are wind/weather-tight (although minor draught-stripping will be your responsibility) and open/close freely. Glazing is free of cracks. Frames are free of any rot that will affect their weather-tightness before they're next painted
- Sheds and garages (where provided by us) are in good useable condition without leaks and free of safety hazards
- Gardens are free of rubbish and safety hazards (although not necessarily cultivated, turfed or cut back)
- Fences and gates supplied by LHA are in safe and workable condition

### PLANNED MAINTENANCE

We repair and paint the outside and common areas of our homes every five years.

We also complete programmes of planned maintenance and improvements. If your property is shortly to be included in a planned programme we may ask you to wait for some repairs to be carried out in this programme – a kitchen replacement for instance.