

Saha Lettable Standard

Introduction

When moving into a saha home we want both the property and our service to be of a consistent standard. To do this we have worked with customers to develop this 'Letting Standard' which outlines the minimum standards you can expect from us and your new home.

Our Service To You:

Throughout the lettings process we will:

- Treat you with respect, be polite and give you support and advice where we can
- Show you around the property at the earliest opportunity
- Check with you that the property meets this standard, give you details of the work completed, agree with you any works to be done and provide gas electrical and energy performance certificates
- Give you details of who to contact if you have any questions about your new home or tenancy
- Contact you following the start of your tenancy to offer advice and make sure you have settled in
- Seek your feedback on your experience so we can improve future lettings

Your New Home:

- The structure will be sound, wind and waterproof with no leaks
 - Rainwater goods will be intact and secure
 - Pathways will be clear and free from trip hazards greater than 20mm
 - Boundary walls, fences and gates will be intact and free from defects
 - Inside and out the property will be free from rubbish
 - All banisters, balusters and handrails will be securely fixed
 - Doors will be checked and repaired if they do not open and close correctly
 - External locks will be changed and two keys will be provided for each lock
 - Loft insulation will be checked and if less than 250mm thickness it will be upgraded
 - All glazing will be intact and all windows designed to open will be in working order with keys available.
 - All door furniture will be checked and repaired or replaced if damaged
- Transforming Lives.
- Loose or damaged floor boards and tiles will be re-fixed or renewed
 - Where carpets or vinyl have been installed, they will either be removed or left in situ if in good, clean serviceable condition and gifted to you

- All gas and electrical installations will be in full working order with test certificates available
- When pre-payment meters are fitted, any outstanding debt will be cleared prior to you moving in
- Any smoke detectors fitted will have been checked and will be in good working order
- Kitchen unit doors, drawers and tiles will be secure and operational
- Seals around worktops, tiles and sinks will be intact and any severely damaged worktops replaced • Taps will work with ease and not drip when turned off;
- Extractor fans when fitted will be in working order
- Plugs and chains will be in place for all sinks, basins and baths
- Hot water cylinders, where fitted, will have an insulation jacket or lagging
- The bath, bath panel, wash hand basin, WC, cistern and all other fittings will be in full working order, hygienically clean and free from excessive lime-scale
- The WC seats will be replaced in every case
- Decoration will be to a reasonable standard without major cracking (in excess of 5mm) or peeling wallpaper (in excess of 10% of wall area) or graffiti, If the decoration does not reach this standard after cleaning we will ensure larger cracks and plaster damage are filled and provide a free decorating pack with paint and materials for affected rooms
- No condensation or mold on walls or ceilings and any damp rectified

Our best wishes in settling into your new home, any queries please contact our Customer Service Centre: 2nd floor 53-55 Victoria Square, Bolton BL1 1RZ Via telephone on 0800 970 6363

