

LETTABLE STANDARD 2024



Please note that this standard does not apply if you are moving home through a Mutual Exchange or taking on a tenancy through Succession and Assignment rules. For advice under specific circumstances, please contact the Housing Hub on 0121 368 1166

Introduction to the Lettable Standard

We know that deciding whether to accept an offer of one of our properties is a big decision. We want to make sure you are clear about what work will be done before the property is let to you, so you know exactly what to expect. The Lettable Standard complies with the Homes Act 2015 (Fitness for Human Habitation). The Decent Homes Standard and HHSRS (Housing Health & Safety Rating System).

Please note, not every property will have every feature listed below. Whilst the property is empty, we will ensure the following:

Property Internal

Cleanliness

- Clear of all items and rubbish
- Fully cleaned and hygienic

Kitchen

- Suitable level of worktop space and appropriate number of units
- Kitchen units are solid.
- Doors and drawer fronts are secure and aligned.
- Hinges and catches are working correctly.
- Plinths are fitted and in good condition.
- Worktops will be in good condition free from holes, gouges and burn marks.
- Tiled splash backs are fitted running the whole length of worktops, including returns and sills where necessary.
- Where tiles meet worktops, sealant will be present.
- Scratches on stainless steel sinks are acceptable, small dents are passable but unsightly large dents are not.
- Plug and chain are fitted to sink.
- Taps will be free from leaks.
- Waste pipework will be flushed and flow freely to drainage.
- Cold feed for washing machine is present and leak free.
- A trap or waste pipe will be present for washing machine waste.
- Stop tap will turn freely.
- Diffuser cover will be fitted to fluorescent light.
- Gas and electric cooker points will be fitted where appropriate.

Bathroom

- All sanitary fittings will be cleaned.
- New Toilet seat to be fitted.
- Toilet, bath, and wash basin will be secure, free from cracks and leaks.
- Plugs and chains are fitted to basin and bath.
- Sealant will be present around bath and basin.
- Basins and baths will have at least one row of splash back tiles.
- Shower cubicles and baths with overhead showers will be fully tiled from the shower tray or bath to ceiling.
- Shower head and hose will be replaced.
- Shower and all taps will be free from leaks.
- Waste pipework will be flushed and flow freely to drainage.

- A sealed light fitting will be fitted.

Walls and ceilings

- Will be free from defects and loose plaster.
- Will be free of graffiti, mould, nicotine, and grease stains.
- Polystyrene tiles will be removed.
- Wallpaper, Lining Paper, Wood Chip, Anaglypta and any other decorative paper finish will be left if in a good condition and repaired or stripped where necessary.
- Skirting boards will be fitted to all walls.

Windows

- Will be secure and watertight.
- Window casements will open and close correctly.
- Handles will be fully operational.
- Trickle vents will be clear and complete (internally and externally)
- Glass will be free from cracks and defects.
- Window restrictors will be fitted to all 1st floor window and above, and to all windows in a high rise flat.

Internal doors

- Will open and close with ease.
- Standard door furniture will be fitted and operational.
- Any fire doors between kitchen and living areas will be fit for purpose.

Floors

Throughout the property

- Floorboards will be securely fixed.
- Free from protruding nails, gripper rods, old underlay, remnants of the previous floor coverings
- Floor coverings, where installed, will be left if in an acceptable and hygienic condition.

Sanitary areas

- Wet room, bathroom and kitchen flooring will be anti-slip and hard wearing.
- Will be in good condition, hygienic, easy to clean and moisture resistant.

Stairs

- Secure and free of any trip hazards
- Handrail will be safe and secure.

Mains services and Heating

Gas (if your property has a gas supply)

The gas supply and appliances will be tested in line with current gas safety regulations. A landlord's gas safety certificate will be provided. A gas turn on and test will be arranged on tenancy.

- Meter cupboard will be in good condition.

Electrical

The electrical supply will be tested in line with the National Inspection Council for Electrical Installation Contractors (NICEIC) inspection procedure. A NICEIC periodic inspection will be complete, and certificate provided.

- A hard-wired smoke detector will be fitted on each floor of the property.
- A heat sensor will be fitted in the kitchen.
- A carbon monoxide alarm will be fitted where there is a gas appliance.
- Smoke, heat and carbon monoxide detectors will be clean and fully operational.
- Extractor fans will be clean and fully operational.
- All light fittings, sockets and pendants will be in good condition and fully operational.
- Any security lights will be in good condition and fully operational.
- Door entry system/phone will be in good condition and fully operational.
- Meter cupboard will be in good condition.

Heating

The property will be fitted with at least one suitable form of heating for the property type.

- Any gas fires will be in good condition and fully operational.
- The boiler will be tested and fully operational.
- Radiators will be in good condition, sufficient for the size of the room and free from leaks.
- Thermostats will be fully operational.
- Any electric fires will be in good condition and fully operational.
- The water tank will be insulated and free from leaks.
- Night storage heaters will be in good condition, sufficient for the size of the room and fully operational.

Property External

External Doors

- Will be secure and watertight.
- Will open and closed correctly.
- Standard door furniture will be present.
- Letter plate will be present and operate correctly (internally and externally)
- All door locks will be replaced.

Roof, Guttering and Downpipes

- Roof will be safe and watertight.
- Roof/loft space will be clear of all items and rubbish.
- Missing, damaged or slipped roof tiles and flashing will be repaired or replaced.
- Damaged gutters, gullies, down pipes and stop ends will be repaired or replaced and will be clear and free flowing.
- Loft hatch and loft space will be insulated to the necessary thickness.
- The water tank will be supported adequately.
- Roof timbers will be free from decay.
- Overflows will be free flowing.

External Areas

Garden

- Boundaries will be identified via the Local Housing Officers.
- Will be clear of rubbish.
- Grass and hedges will be trimmed to a manageable condition.
- All garden ponds or liners will be removed and filled.

Walls, paths and steps

- Walls will be safe and secure.
- Paths and steps will be safe and free from trip hazards.
- Handrails will be safe and secure.

Fences and gates

- Where required gates will be fit for purpose
- Missing gates will be replaced where required.
- Missing or damaged latches or handles will be replaced.
- One privacy fence panel will be installed where required.
- Boundary fencing adjacent to a public right of way will be fit for purpose.

Outbuildings and Sheds

- Will be structurally safe.
- Will be clear of rubbish.

Non-standard Items

- Any non-standard items will be identified before you move in
- There will be clear information regarding what to do if these require repair or replacement.

Once you have moved in

For the first four weeks from your tenancy start date repairs should be reported to the Empty Property Team on 0121 569 6473.

Where you have identified damaged plastering after stripping walls we will arrange to complete an inspection. We will only carry out the work if we feel it is more than we would expect you to do as part of normal preparation work. The Inspecting Officer will let you know of our decision.

If you identify any repairs after the four-week period, you can report it via my.sandwell.gov.uk or by calling 0121 569 6000.

For repairs to intercoms please call 0121 569 6000

Useful Tips

Stripping walls

We strongly recommend that when removing wallpaper that steam strippers are not used as they cause unnecessary damage to plaster finishes. It is recommended that when wallpaper needs to be removed you use warm soapy water applied by either a sponge or a brush. Once water has soaked into the wallpaper then use a standard wallpaper scraper to remove.

Mould and Condensation

If your home appears to be damp, or you find patches of mould on your walls, your furniture or clothes, this may have been caused by condensation.

Condensation is caused when warm moist air, such as that produced when cooking, bathing, or washing meets a cold surface such as a window or wall.

By keeping your home warm and removing excessive moisture by ventilating the property, the less likely you are to get condensation.

You can get rid of small areas of mould by washing the affected surfaces with a mould and mildew remover which can be bought from a supermarket or DIY store.

Here are some tips to help you reduce the amount of moisture in the air in your home.

Ventilation

- Open a window when cooking, bathing or washing, or use the extractor fan if you have one.
- Never block up air vents in walls, doors, chimneys or floors
- Keep kitchen and bathroom doors closed when cooking or bathing, this will stop moisture spreading through your home.

Heating

- Try to leave your central heating on low throughout the day, this may be cheaper than trying to heat the home quickly at the end of the day.
- Do not use paraffin or portable gas heaters, these types of heaters are not allowed in council properties. They produce excessive amounts of water vapor which creates condensation problems.

Cupboards and Wardrobes

- Do not overfill cupboards and wardrobes, air must be able to circulate freely around your clothes.
- If possible fit ventilators within the cupboards

Drying laundry

- Avoid drying laundry on radiators, outside clothes lines are better.
- If you have a tumble dryer, ensure it is installed correctly and vented externally.

Should you have any damp and mould issues in your home that you are unable to manage with the useful tips, please contact us to arrange a damp inspection via my.sandwell.gov.uk or by calling 0121 569 6000.

What are tenants responsible for?

Tenants are responsible for the ongoing repair or replacement of the following:

- Any non-standard fittings, extensions or alterations which you install or carry out yourself.
- Any internal or external item damaged by, or resulting from the negligence of you, someone who lives with you, or a visitor to your home. Damage caused by others should be reported to the police and a crime reference obtained and passed to us when you report damage.
- Cleaning smoke detectors and changing their batteries.
- TV aerials (if you live in a house or block of flats that does not have a communal TV aerial)
- Internal decoration, including filling of any minor cracks in walls and ceilings.
- Taking all reasonable precautions to prevent damage to the property by fire, frost, burst pipes or blocked drains.
- Bleeding air from unsealed radiators and re-setting time switches/thermostats
- Connecting washing machines and dishwashers
- Clearing blocked waste pipes if the blockage is caused by household waste or your actions.

- Toilet seats
- Shower hoses and shower heads.

- Locks, handles and hinges on doors inside your home.
- Locks or keys to any type of door in the event of being locked out.
- Letterboxes and doorbells
- Oiling locks, hinges and ventilators
- Broken glazing to all windows except when you can give us a crime number obtained from the police, or you are suffering harassment, or you can show you did not break the window.
- Adjusting doors over new carpets
- Fitting draught excluders

- Dividing fencing between properties
- Keeping your garden in a tidy state including managing all vegetation and keeping free from rubbish