

Royal Borough of Greenwich's Lettable Standard

Introduction

This sets out the standard that all of our properties will meet when let to new tenants. Our lettable standard is set to ensure that your new home is safe, secure, clean and in a good state of repair.

Before you move in, we will make sure the property meets this standard and then we ask that you keep your home in this condition. We also take pictures of the property prior to you moving in.

To avoid causing you any unnecessary delays in moving, some repairs may be carried out after you move in. An officer will tell you what these are and give you an idea of when the work will be completed.

Moving in

We expect you to be in your home from the agreed tenancy start date once you have signed the tenancy agreement and completed all the paperwork with us. Your Tenancy Enforcement Officer will visit you within three weeks to make sure you have settled in. You must inform us immediately, if you are not able to move in for any reason. If you are entitled to housing benefit, it will only be paid from the date you actually move in. If you don't move in when your tenancy starts, and, have not made arrangements to pay your rent in full.

Standards you can expect in your home

Cleanliness:

We will clean the property before you move in and it will be in a presentable condition. This means we will:

- Clean kitchen units and worktops.
- Clean and disinfect sinks, toilets, baths and wash hand basins.
- Sweep and clean all floors.
- Clear rubbish from the property including gardens, balconies and loft spaces. It does not include landscaping or hedge/grass cutting unless a pathway is obstructed.

Safety:

We will ensure all statutory checks are completed. This means we will:

- Inspect and complete a gas and electrical safety check
 - Electrical check – the wiring, fuse board, sockets, switches and light fittings will be safe and working
 - Gas check – the boiler, thermostat/s, timer and radiators will be working. An appointment will be made with you when you sign up for the boiler to be recommissioned.

Please note that the electric and gas supply to your new home will be with an approved supplier. You can either stay with them or arrange for a different supplier.

- Carry out an asbestos survey on most properties where our work may disturb any asbestos and make sure that any asbestos is either removed or left in a safe and secure condition.
- Ensure that smoke detectors are clean, secured safely and in good working order
- Remove polystyrene ceiling tiles
- Replace damaged or missing glazing
- Remove alterations, fixtures and fittings, made or fitted by previous tenants that do not meet our standards. For those that meet our standards, you may be given the choice to keep them. It will then be your responsibility to maintain them in good repair through the life of your tenancy.
- Test to make sure the plumbing and water system is working and free of leaks and carry out a legionella check.

Security

We want to provide you a home that is safe and secure. This means we will:

- Change the lock on your front door and provide you with all the keys to your new home. We do not keep any spare keys to your home unless you live in sheltered accommodation.
- Ensure that all windows close securely and have locks and/or restrictors where required
- Install a battery or a hard-wired (electric) smoke alarm. It is your responsibility to replace batteries when required. If you are aged 65 or over, or have an illness or disability that stops you from doing this, please tell us and we may replace them for you, free of charge.

Reasonable repair

We will ensure that your home is in reasonable repair when you move in. This means we will:

- Complete major structural works before you move in or put monitoring devices to external structural cracks to monitor for movement over a period of time.
- Maintain or replace washable floor coverings in kitchens and bathrooms. If floor tiles have to be removed in other rooms with concrete floors, they may be replaced or the floor will be painted and left in a condition suitable for the laying of underlay and carpets. Floor coverings left by previous tenants will only be left in the property if they are in good condition. Where this happens these floor coverings become your responsibility for maintenance and renewal.
 - If your new home is a flat or maisonette, we strongly advise against fitting laminate or timber flooring as this causes considerable noise nuisance to neighbours.
 - If laminate or timber flooring is present when repairs or alterations have to be carried out by us, we will not be responsible for refitting it or any damage caused.
- Ensure that all floor and skirting boards will be secure, clean and free of rot, trip and slip hazards.
- Ensure that all external and internal doors are in free from damage and can open and close easily. It will be your responsibility to adjust doors after having your carpets fitted.
- Ensure that there is a either a gas and/or electrical cooker supply. If your preferred cooking method differs from that which is provided, it is your responsibility to arrange an alternative supply. A qualified person must undertake the installation. Gas cookers must be fitted by a Gas Safe registered engineer.
- Supply plumbing connections, for you to arrange for washing machines to be installed, where possible. A qualified person must carry out the installation of the washing machine.
- Ensure taps and plumbing is working and free from visible leaks and blockages.
- Ensure gullies and grids are clean and free from obstruction.
- Explain how to operate the heating system during your gas test and commission.
- Ensure visible plasterwork is in a satisfactory condition.
- Ensure that the property is wind and weather tight. Airbricks and vents are provided to keep the airflow going and they must not be obstructed. Blocking them will cause condensation that leads to damp and mould growth. There is also a risk of carbon monoxide building up in your home.

Outstanding repairs

Please tell us immediately (or within one month of your tenancy start date) if you find any repairs mentioned in the Lettable Standard that have not been carried out or completed

satisfactorily. This is very important because **if you do not tell us, you could be charged the cost of the repair after you move out.**

Any outstanding repairs will be completed within one month of being reported, by appointment and at a time convenient to you.

Alterations and Improvements

You must not carry out alterations or improvements to your home without first obtaining written permission from the Council. You should contact your Tenancy Enforcement Officer in the first instance. Competent, properly qualified trades' people must carry out all work that must comply with Building Regulations – you must arrange, and pay for, RBG Building Control to carry out inspections and provide the appropriate certification on the completed works.

You may be eligible for compensation when you move out if the Royal Borough of Greenwich had given written approval for any alterations and improvements. Please see the **“Your guide to repairs”** booklet for more information.

Any unauthorised alterations must be removed and the property returned to its original condition before you move out.

Moving out

When you intend to move home, you should give Royal Greenwich four weeks' notice in writing. When we receive your termination notice, we will arrange to visit you in your home to inspect its condition before you leave.

When you move out of your home, the dwellings internal and external areas must be cleared of all unwanted items, rubbish and furniture and left clean or you risk being recharged the cost of clearing it. You can get advice from the Waste Services Team on 020 8921 4661.

You need to return the property in the same condition that it was let to you, allowing for fair wear and tear and taking into account any improvements or decorating you or Royal Greenwich has carried out.

If the property has been damaged while you were the tenant, you will be charged the cost of any repairs that are not considered reasonable wear and tear. If necessary, the Royal Greenwich will go to court, using photographic evidence, to recover these costs. Monies owed to Royal Greenwich will be collected from you even if you move out of the Borough.