



Lettings Standard

July 2023 – 2026

Document Owner(s)	Organisation Role
Richard Walker	Home Services Director
Tandi Smith	Property and Compliance Manager

Manual Version Control

Version	Date	
1.0	August 2016	Lettings Standard
2.0	October 2019	Revised
3.0	June 2023	Full Review
3.1	July 2023	Amended reference to curtain batons as per July 23 Board meeting

This booklet explains our letting standard, which is the standard that our empty properties are brought up to before they are let. We intend to share this with residents as they go through our lettings process so that they can clearly understand what to expect when moving into a Pickering and Ferens home. We also keep a photographic record of the condition of all our homes once works have been completed but before they are let.

Cleanliness

- The property, including all cupboards, loft space, gardens & shed will be cleared of all rubbish & debris
- The property will be reasonably cleaned internally, including all floors, walls, kitchen units, all bathroom fittings & tiled areas

Kitchen

- All kitchen units, doors, drawers & worktops will be in working order with no damage or deep abrasions
- The number of kitchen units will reflect the size of the property and will be the same as other similar property types
- If the kitchen has been installed by a previous resident and is in good condition but non standard, we will leave it in the property and aim to match style and colours where possible, but we cannot guarantee an exact match for future works
- All properties will have access to a gas or electric cooker point

Bathrooms

- All sanitary ware will be in good working order with no chips or cracks
- All taps will be free from drips
- WCs will be fitted with a white plastic seat with cover
- Shower areas (where applicable) will be provided with a white shower curtain

Floor Coverings

- Non-Slip floor coverings will be provided to both kitchen & bathroom floors
- Flooring will be in a satisfactory condition with no significant marks or scratches.
- Depending on their condition, curtains, floorcoverings or blinds left by the

former resident maybe left in the property for use by the new resident in agreement with the surveyor if they are in a good condition

- We will ensure that floors are secure and free from any tripping hazards

Internal/external Doors & Windows

- All internal/external doors & all windows will open, close & lock satisfactorily
- There will be no cracked glazing
- Where trickle vents are fitted, we will ensure these are clean, operable and covers are present
- Curtain batons will be left in the property if already in situ, we will install curtain batons as an optional requirement if the incoming resident requires them as part of post let guarantee works

Loft

- Any items of belongings left by the previous residents will have been removed from the loft.
- The loft space will be insulated to a thickness of 200mm

Walls & ceilings

- All nails, picture hooks, plugs etc. will be removed from walls & ceilings & filled ready for redecoration
- We will not redecorate properties as part of works routinely, but we will arrange decoration where the walls or ceilings are in a significantly poor condition. Examples of this are excessive smoke, nicotine and tar damage, extensive staining from damp, mould or condensation or if we have had to carry out major internal repairs
- As a guide, properties such as those pictured below would usually require the specific rooms to be redecorated:



The image below would not require redecoration:



Utility Services - **Gas**

- A Landlords Gas Safety Certificate will be provided & the boiler serviced
- The gas will be capped off whilst the property is empty and uncapped to suit occupation
- The incoming resident must contact PFH on sign-up to arrange a reconnection which PFH will do at their cost as part of the void works
- If present, the gas cooker point will be capped off, any new gas cooker must be fitted by a Gas Safe Registered Engineer at resident cost

Utility Services - **Electricity**

- An Electrical Safety Test will be carried out on the property
- Any electrical cooker appliance to be installed by the resident will require fitting by an approved electrical contractor in accordance with the current

legislation

We will ensure the smoke alarm(s) are tested and cleaned as part of the electric safety check and are all within their valid expiry date. There will be one per habitable floor as legislation states

- We will carry out checks to ensure carbon monoxide detectors are tested, cleaned and is within their valid expiry date. There will be one in each room where there is a gas appliance (excluding a gas cooker) as per the legislation
- We will check mechanical extractor fans are clean and in working order where fitted

Water supply & waste pipes

- We will ensure stop cocks and valves are free and in working order
- Taps are free and not dripping
- There will be no leaks to the pipework
- Lever taps are fitted as standard if existing taps need replacement

Heating and Energy efficiency

- Heating and hot water systems will be checked to ensure they work properly at the point of recommission
- The property will receive an Energy Performance Certificate which will show how energy efficient the property is
- We will provide and fit LED light bulbs. Future replacement LED bulbs is the responsibility of the resident
- Hot water cylinders will have an insulation jacket unless they are pre-lagged
- All exposed or vulnerable pipework will be lagged to reduce the risk of freezing

Garden Areas

- For new lettings, footpaths, walkways and allocated bins stores will be swept and clear of refuse, garden and contractor debris
- During the growing season grass will have been cut within 4 weeks prior to tenancy sign-up
- Trees and shrubs will not cause blockage to any footpath, walkway or be overgrown into neighboring properties.
- Gates, if available, will be checked to ensure they open and close properly

and are secure

- Fencing, if available, will provide continuous boundary demarcation with no sharp extrusions on either side
- Footpaths & hard standings will be free from any visible trip hazards
- Example of Garden Standard at VOID Letting:



Externals

- We will ensure that external walls are sound so as to prevent the likelihood of water penetration
- There are no major defects
- Roofs, gutters and down pipes (visual inspection from ground level) are checked and are clear of debris
- Roofs are weatherproof with no missing or slipped tiles/slates
- All existing flashing is in position and secure

Keys

- The property will receive a complete lock change & be supplied with 4 keys
- A minimum of 4 keys will be provided for window locks
- The property will be fitted with an insurance approved, coded keysafe situated to the front door area for use by the resident.

Asbestos

- Any damaged asbestos containing materials, for example door panels or floor/ceiling coverings will have been removed before a resident moves in, where practical, we will remove all asbestos containing materials in accordance with our Asbestos Management Policy

- Asbestos is not dangerous if left undisturbed, if there is asbestos containing materials that we are not able to remove whilst the property is empty, we will provide details of this information and an asbestos management leaflet to the incoming resident