

BRENT HOUSING PARTNERSHIP LETTING STANDARD

In 2000 the government set a standard for all social housing to meet by 2010. BHP achieved Decent Homes for its managed stock in 2007. BHP is also a landlord in its own right and has acquired a portfolio of homes which include: a new build development of affordable rented and intermediate rented homes, one bedroom flats for market rent, and temporary to permanent settled homes.

BHP adopts a consistent approach to the letting standard for both its managed and owned affordable rented homes. For market and intermediate homes, variations are applied to the letting standard to provide some additional standards which take account of the commercial nature of the lettings. Separate standards apply to short life and temporary accommodation schemes.

AFFORDABLE RENTED HOMES

The aim of our letting standard is to ensure that your home is in a good state of repair, and is safe and ready for your occupation at the start of your tenancy. We will clear the property of any rubbish, and leave it in a clean and tidy condition.

The property will comply with all current legislation relating to structural stability, asbestos removal, repair, freedom from damp, lighting, heating, ventilation, sanitation, drainage, and fire safety when you move in. Properties which do not meet the decent homes standard on inspection will usually be improved to meet that standard before reletting.

Your responsibilities for the care of your home are set out in your tenancy agreement.

External

- Any sheds, garages, or outbuildings/stores will be cleared of all contents
- Dilapidated sheds or greenhouses will be removed and not replaced
- Plumbing fittings will be removed from any outside toilet.
- Gardens will be cleared of any rubbish
- Overgrown gardens will be cut back and cleared
- Boundary walls, fences, and gates which are owned by BHP, will be repaired and left in a safe condition
- Paving and steps will be repaired and left in a safe condition
- Drains and gullies will be left clear and in working order
- Roofs, walls, gutters and downpipes will be repaired and left in sound condition to keep the property free from damp (it may not be possible to ensure that all leaks to guttering are found at inspection during dry weather)

Windows and Doors

- Windows/doors will be checked to ensure they open/close correctly and any defective window/door furniture will be repaired or replaced
- Missing or broken glass will be replaced
- Any glazed internal doors will be fitted with safety glass, or the door replaced
- Entrance doors opening onto communal hallways will be half hour fire resistant and fitted with a door closer

- Door stops will be fitted where door furniture could damage decoration
- External door locks will be changed to provide a 5 lever mortise and yale lock to the front entrance door and a deadlock on the rear door
- Window restrictors will be fitted in accordance with current building regulations

Internal

- Any non-standard internal fittings including ceiling fans and electric showers installed by the outgoing tenant will be removed
- Aids and adaptations in good working order, which may be of benefit to the new tenant, or in properties designated for letting to people with disabilities, will be left in place (subject to assessment of the needs of the new tenant)

Floors

- Kitchen and bathroom floors will have a slip resistant, sealed washable surface
- Floorboards will be secured with no protruding nails, and any damaged floorboards repaired or replaced
- Damaged skirting boards will be repaired or replaced
- In most cases floor coverings left by the outgoing tenant will be taken up and removed unless the carpet or laminate flooring is in good condition and agreement can be made to 'gift' it to the new tenant who accepts responsibility for its future maintenance

Walls and ceilings

- Any polystyrene tiles will be removed
- Plasterwork will be sound and free from major cracks (minor cracks are the tenant's responsibility)

Internal stairs

- Handrails and balusters will be repaired and left secure

Electrics

- The electrical installation will be inspected visually and tested by a NICEIC qualified electrical contractor and a Domestic Electrical Installation Periodic Inspection Report will be provided, or (if rewired) a NICEIC Domestic Electrical Installation Certificate
- The minimum number of electrical sockets will be:
 - Kitchen 3 double (1 to serve as cooker point)
 - Living Room 2 double
 - Bedrooms 1 double
- Mains operated smoke detectors will be checked and left in working order (battery operated smoke detectors will be replaced with mains operated)

Gas and Heating

- Boilers will be tested by a Gas Safe registered contractor, and a copy of the test certificate will be provided to the new tenant
- The heating system will be inspected, repaired and left in working order
- An energy performance certificate will be provided to the new tenant

Plumbing and fittings

- All internal plumbing and fittings will be inspected to ensure there are no leaks and fittings are in working order. Any damaged items will be repaired or replaced
- Stop cocks will be tested, and left in working order

Kitchen/ Bathroom

- The kitchen will have a minimum of a sink base unit with a stainless steel sink top, a double base unit with a worktop in good condition, and a double wall unit. Units will be checked to ensure they are secured, with doors and drawers in good working order
- There will be an electric or gas cooker point. Cooker gas supply will be checked as part of the safety inspection and left capped
- The kitchen base units, bath and basin will have tiled splash-backs (min two rows)
- Any defective tiling, grout or sealant will be replaced
- Kitchen and bathroom units, and sanitary fittings will be left clean and hygienic including removal of lime scale and stains
- Sanitary fittings with chips and cracks that cannot be repaired will be replaced
- Walk in showers installed in properties above the first floor will be replaced with a bath
- Baths will be fitted with a mixer tap and shower hose, and a shower curtain
- Shower heads will be de-scaled or replaced
- Toilet seats will be replaced
- Plugs and chains will be provided and left secure
- Extractor fans will be checked and left in working order
- Washing machine connection points and spaces for hose connections will be provided where practicable

Decorations

- Internal decoration will be inspected and each room assessed. Decorating is the new tenant's responsibility and vouchers will be made available in accordance with current policy to help meet the cost of labour and materials unless the new tenant is eligible for decoration to be done by BHP
- External decoration will be included in a programme of planned maintenance work

MARKET AND INTERMEDIATE RENT ONLY

Market and intermediate rented homes are usually let furnished, with white goods provided as part of the tenancy agreement.

Gas and Electric Meters

- Existing utility meters will be left in place. New tenants may apply for permission from BHP to change from pre-pay to billing meters or vice versa.
- Gas meters will be uncapped when the new tenant has registered for the supply

Furniture & White Goods (where provided)

- Any furniture provided will meet the Furniture and Furnishings (Fire) (Safety) Regulations, and will be in safe condition
- White goods will be supplied new or existing ones will be thoroughly cleaned
- White goods found to not be in good working order will be repaired or replaced

Carpets and curtains (where provided)

- Carpets and curtains will be thoroughly cleaned
- Damaged and/or badly stained carpets/curtains will be replaced

Decoration

- Internal decoration will be in a reasonable condition, clean and free from scuffs and stains. Each room will be assessed and re-decorated if required.

TV and Telephone

- BHP will refund the reasonable cost of providing a TV and telephone point to the living room where this is not already in place

SETTLED HOMES ONLY

External decoration/maintenance

Flats acquired in houses in the private sector, or managed by other organisations, will be decorated and maintained structurally/externally in accordance with the provisions in the lease by the freeholder.