

# Void Lettable Standard



When a property becomes empty it is important to us that we re-let our homes to a high standard. As a new tenant you should expect your new home to be clean, safe and comfortable. The following standards will tell you what to expect when you view and move into one of our homes.

## External Windows and Doors

- All windows are secure, open and close properly and will have window keys where applicable.
- External doors will be secure, serviceable and weatherproof. You will receive two keys for each external door.
- Apartments that share a communal entrance will be provided with 2 door entry fobs.

## Ceilings, Walls, Floors and Stairs

- All walls and ceilings will be left in a serviceable condition. Defective and missing plasterwork will be replaced or repaired.
- Polystyrene ceiling tiles will be removed and the ceiling made good. This excludes decorative finish.
- Ceilings and walls will be free of nails and screws ready to receive decoration.
- Flooring will be fitted to the Kitchen and Bathroom. Non-slip flooring will be provided where necessary.
- Floors in the property will be left in a condition ready to receive floor coverings.
- All handrails and balustrades to stairs will be safe, secure and meet safety requirements.

## General

- All skirting boards, architraves and door frames will be securely fitted.
- Broken wall tiles will be replaced
- Internal doors will open and close freely and door furniture will be securely fitted. (Internal doors requiring adjusting after flooring is fitted will be your responsibility).
- A sure stop, or stop tap will be fitted to the incoming main to allow the water supply to be turned off in case of an emergency.
- We will provide smoke alarms, a heat alarm where necessary and a carbon monoxide alarm and ensure these are working prior to you moving in.
- Integral Garages will be structurally safe with a working door and lock.

## Kitchens

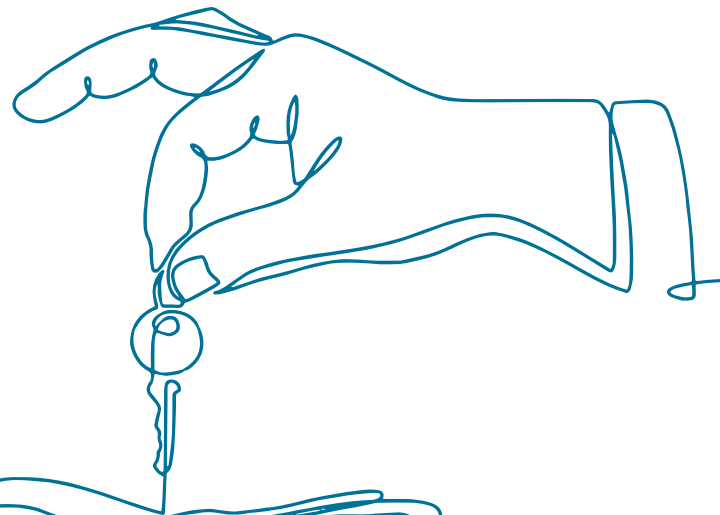
We will provide:

- Units, doors, drawers, worktops that are clean and serviceable. Missing or damaged units and worktops will be replaced with nearest matching colours
- A sink with hot and cold supply and a plug and chain.
- A space for a gas or electric cooker (installation is your responsibility by a qualified tradesman)
- A space for a fridge
- A space will be left for a washing machine with access to a washing machine connector via a hole in the carcass (washing machine connections will not be provided if there is a laundry room provided within the building)
- Two rows of splashback tiles and mastic sealed worktops

## Bathrooms

We will provide:

- Wash hand basin, toilet, bath with overhead electrical shower or level access shower
- New toilet seat and shower curtain (it will be your responsibility to replace these in the future)
- Plug and chains to wash hand basins and baths.
- Non-slip flooring to wet rooms
- One row of tiled splashback to the wash hand basin
- A good mastic seal to bath and wash hand basin



## Services and Heating

- We carry out a Gas Safety check before you move in to ensure the system is in safe working order and meets regulations. We will leave your gas certificate in the property
- A gas service visit will be carried out every 12 months to ensure your heating appliances are in compliance
- Once you have moved in you may change your gas and electric supplier at any time
- We will show you the location of your services in the property including stop tap, fuse board and gas/ electric meters.
- All electrical installations including switches, light fittings, sockets, extractor fans and PIV units will be safe and working
- We carry out an Electrical periodic check on your property prior to you moving in and further inspection are carried out every 5 years

## Decoration and Cleanliness

Decorating the inside of the property will be your responsibility. If the decorating is not to a good standard we may carry out decorating prior to you moving in or offer you assistance with purchasing decorating materials. This will be discussed with you when you view the property.

- Existing decorations will be left intact wherever possible if it is deemed to be clean and in good condition, although it may not be to your taste.
- The property will be cleaned throughout ensuring all surfaces, fixtures and fittings are sanitised.
- Where an outgoing tenant has left fixtures or fittings in the property they will be removed and repair work completed to make good.
- Any items and rubbish left by the outgoing tenant will be removed. We will check the loft, garden, shed and bin store.
- On occasion, we may decide to keep carpets and items that are left by the outgoing tenant which are in good condition. You may decide to keep these items and they become your responsibility to repair or replace in the future
- The property will be free from damp and mould. An information leaflet will be provided in your welcome pack

## Gardens and External

- Roofs, chimneys, fascias and soffits, will be secure and watertight.
- Gutters and pipe work will be secure and free of leaks and blockages.
- Outbuildings attached to the property will be structurally safe with a working door and lock.
- Driveways and hardstandings will be left in place where there is a dropped kerb and in good condition. They must meet the current regulations and be installed correctly.
- Pathways, Fencing, Steps, Boundary Walls and Gates will be safe and in good repair. Large areas of fencing may be completed after you have moved in.
- Gardens will be tidy and not overgrown. Grass, shrubs and hedges will be cut back to a manageable level. You will be responsible for future maintenance of the gardens.
- A rotary dryer or clothes pole/line holder will be provided in the rear garden.

**You can help us achieve our lettable standard by looking after your new home and return it to us in a good condition. If you wish to make alterations other than decorating you will need to ask us for permission.**

If you identify any repairs in the future with your home there are several ways you can report a repair:

- using your Darlington Home Online account. Register for a [Darlington Home Online account here](#) or [log in to your account here](#). More information on your [Darlington Home Online account](#).
  - email; [customerservices@darlington.gov.uk](mailto:customerservices@darlington.gov.uk)
  - call us on [01325 405333](tel:01325405333)
  - emergency repairs can be reported to [01325 405333](tel:01325405333)

Please provide as much information as possible including:

- your contact details
- what needs repairing
- what the problem is
- any special circumstances
- your availability for booking an appointment.

We will either come and inspect the problem or place an order for repair. We will offer you a choice of appointment time slots but unfortunately we cannot give a specific time.

