

EALING HOMES LETTABLE STANDARDS

Introduction

The purpose of this document is to outline the standard of accommodation an Ealing Homes customer can expect when taking a new tenancy.

Rationale

- The aim of Ealing Homes is to provide all our tenants with a high quality, well-appointed home, which they can be proud of.

In general

- First impressions of the property are of high importance, with any properties let by Ealing Homes – the property will look in good order and be clean, tidy and secure.
- The property will be in good repair, free from prejudicial damp, mould, wet and dry rot, timber decay or infestation
- Windows will be clean
- Gullies and grids will be clean, manholes free from obstruction and covers easy to lift
- Fencing and gates (where applicable) will be in sound condition
- Gardens will be tidy with any trees or bushes trimmed so as not to be a security risk
- Gutters and downpipes will be intact and free from leaks
- Roofs should be in watertight condition.

On entering the property

- There will be no old mail or papers left behind the entrance door
- A welcome pack will be available containing essential items
- Details of safety checks on electricity and gas will be provided
- Details on how to find the fuse box and water stop cock will be provided, and they will have tags attached for easy identification
- The property will have adequate heating facilities
- Doors and windows will be watertight and will open and close with ease. (There is an ongoing investment plan to install PVCu double glazed windows and doors. If the property has not yet had these installed you will be advised when this will take place by the Asset Investment Team)
- Floors and stairs, where applicable, will be in sound condition and have no loose floorboards
- Balustrades and handrails will be secure
- Plaster work will be in a satisfactory condition
- We will make sure no electrical outlets in any rooms have bare wires before you move in
- We will fix any leaks in all rooms before you move in
- We will ensure a gas safety check has been carried out by the gas maintenance contractor at the start of your tenancy where it will be capped off. Once you have signed up, you are required to ring the gas contractor to come and decommission your gas boiler
- We will clean the floors and take away the carpets unless they are in an excellent condition



- We will decide if improvements made by the previous tenant are safe enough to be kept and maintained by Ealing Homes. We will remove any improvements that do not meet these standards
- We will usually keep disabled adaptations that have been made to the property, but they may be removed rather than repaired
- Sound wallpaper will be left in place, damaged wallpaper will be stripped
- Gloss paintwork will be cleaned.

Kitchen

- Kitchen units will be clean and in a sound condition
- Worktops will be in a good condition
- There will be a double wall unit, a sink unit and a single or double base unit dependent on space
- Where possible space will be available for a fridge/freezer, a washer with plumbing and drainage, cooker space with sockets below, sockets below worktop and switches above. Note: due to space restrictions standard white goods may not be suitable – narrow goods are available. Undersized kitchens will be considered for alteration or extension as much as possible
- An adequate number of sockets should be available above worktop level – with a minimum of two double sockets
- Floor covering will be in a good condition and washable. In sheltered schemes non-slip flooring will be used
- Where possible we will fit plumbing for automatic washing machines
- We will clean cupboards and worktops inside and out
- We will fit extractor fans with humidistats if the property has extreme condensation
- We will replace and repair damaged floor tiles
- Gas or electricity for cooking. If two types of power were originally provided we will maintain them.

Boilers and equipment supplied

- The specialist heating contractor will ensure that a qualified operative is present at a suitable time as soon as possible after tenancy starts to give instruction on how to operate the equipment.

Bathroom

- All fittings will be clean and in good condition
- Toilet seat will be replaced
- Toilet will be clean and have fresh water in toilet bowl
- We will replace any broken windows during the void period
- Bathrooms and toilets will have: a toilet, a bath or shower, and a wash hand basin. We will also make sure you have at least two rows of tiles above the wash hand basin and bath
- Tiling and grouting will be clean and sound
- Seals around bath and sink will be clean and in good condition
- Floor covering will be in good condition and washable. In sheltered schemes non-slip flooring will be used.



Decorations

- Good decoration will be left in place
- Torn or damaged wallpaper will be stripped
- Gloss paintwork will be cleaned
- We want you to be able to make your home your own. To help you do this we may provide a decoration voucher dependent upon the condition of the existing decoration
- Ealing Homes is working in partnership with a decoration supplier (Poores), who will be able to advise on decoration issues and how to obtain the supplies.

Special Needs

- Help with aids and adaptations or decorating services may be available if required. Please discuss this with the Property Advisor at the time of the viewing
- We recognise that older and disabled people may not be able to decorate themselves and so, where needed, we will decorate for you before you move in.

Repairs after letting

- To enable properties to be re-let earlier, we may be willing to complete repairs after you move in, providing they are completed within a reasonable timescale. Please discuss this with the Property Advisor at the time of the viewing.

Quality Assurance Certificate

- A signed certificate will be issued to you following the satisfactory completion of the works to confirm that the property meets this standard.

Customer choice

- Ealing Homes is a customer driven organisation and recognises that our customers have a choice. If you wish to take the tenancy on a property which does not meet this standard, it is possible to enable you to move in quickly, as long as the minimum statutory safety checks have been undertaken.

Follow up visits

- A member of the Area Housing Team will make a follow up visit after your tenancy has commenced to ensure that you have settled into the property and to try and resolve any outstanding issues you may have.