

Ensuring you know the standard of property you should expect from us.

This leaflet outlines our lettable standard. This is the standard you can expect when you move into your home. It is our aim to provide tenants with a high quality home which they can be proud of.

Kitchen

- ✓ All kitchen units will be in good working condition, clean and unmarked.
- ✓ Cooker gas supply, where applicable, will be checked as part of gas installation.

N.B. no white goods are included.



Some examples of our kitchen ranges

Decoration

- ✓ Walls and Ceilings will be in a good state of repair and free from holes or visible cracks.
- ✓ There will be no flammable ceiling tiles in place.
- ✓ Any property with an unacceptable level of decoration, i.e. dirt on walls, plaster repairs and nicotine stains will receive a fresh coat of neutral coloured paint either throughout the property or within individual rooms.

N.B. The existing colour of walls and ceilings are not taken into consideration when assessing unacceptable levels of decoration.



Examples of home interiors

Health and Safety

- ✓ Your home will have received all relevant safety checks including gas and electrical inspections.
- ✓ Smoke, heat and carbon monoxide alarms will be fitted in line with current legislation.
- ✓ Windows above ground level will have safety catches installed. These will be in full working order.
- ✓ Asbestos surveys will have been carried out where necessary and appropriate action taken.
- ✓ Legionella checks will be carried out as standard in accordance with best practice.
- ✓ You will receive all relevant health and safety information and certificates at your sign up.

Cleanliness

- ✓ The property will receive a sparkle clean throughout.
- ✓ There will be no signs of damp or mould.
- ✓ Where possible non-standard CHA items such as; laminate or vinyl floor coverings and blinds will be left in the property for your use. These will be thoroughly cleaned prior to you moving in.

N.B. non-standard items will not be subsequently replaced or repaired by CHA.

Bathroom and Plumbing Installations

- ✓ The bathroom will contain a shower and/or a bath, a wash hand basin, and toilet all of which will be in a clean good useable condition.
- ✓ Fixtures and tiles will be free from stains, cracks and holes.
- ✓ All sanitary fittings, ball-valves, wastes, taps, overflows etc. have been tested for leaks and left in full working order.
- ✓ Extractor fans, where fitted, have been checked, cleaned and left in good working order.
- ✓ A new toilet seat will have been fitted.
- ✓ Showers, where fitted, will be in working order and a new shower head will be provided.
- ✓ If there is a shower in the bathroom you will be issued with our health & safety information leaflet "Water Hygiene Information".



A few examples of our bathrooms can be seen below

Planned Maintenance

In addition to the re-let standard, the Association has a planned maintenance programme built into a 30 year programme which is regularly reviewed. You will receive a copy of the 5 year plan as part of your welcome pack, however, this can also be viewed on our website <https://clydebank-ha.org.uk/maintenance/5-year-plans/>



Other Relevant Information

As well as the above, the following will be checked/ carried out prior to you moving in;

- ✓ Any loose or missing floorboards will be re-secured/replaced.
- ✓ Missing or badly damaged skirting will be replaced.
- ✓ All doors will be in good working condition, clean and unmarked.
- ✓ Flat entrance doors will be fitted with secure locking mechanisms.
- ✓ All internal woodwork will be in a good clean condition.
- ✓ Stairs will be in good condition and fitted with handrails to comply with building regulations.
- ✓ An up to date energy performance certificate will be displayed within your home.

Further information

If you wish to carry out alterations to customise your home, you will need to request permission from us. Examples of this are laminate flooring, electric showers, alterations to light fittings/switches, installing washing machines at our multi-storey flats.

If you are unsure whether you need to request permission to carry out an alteration please contact us at the office for advice on 0141-941 1044 or email reactive.maintenance@clydebank-ha.org.uk

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clydebank housing association

