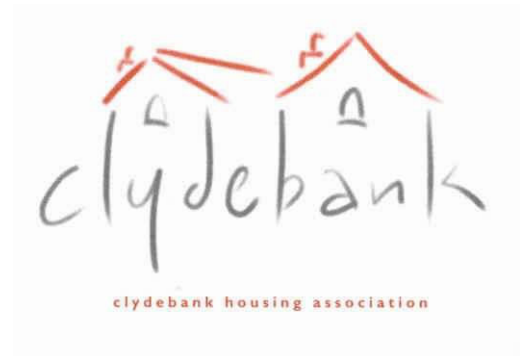




Your guide to our

Lettable standard

Ensuring you know the standard of property to expect from us when you take on your tenancy

This booklet 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.

Our standard aims to ensure that all our properties meet the criteria set out in the Scottish Housing Quality Standard (SHQS). As such all properties are habitable, safe, secure, healthy, free from serious disrepair and have adequate modern facilities and services. Details of what is included within the SHQS can be found at <https://www.gov.scot/policies/social-housing/improving-standards/> with guidance for tenants of social landlords found at <https://www.gov.scot/publications/shqs-guidance-for-tenants-of-local-authorities-and-rsls/>

Work to ensure the property meets the lettable standard should be carried out before you move in. However, certain works may be undertaken after the property has been let to you. This is done to minimise the time that the property is empty and help you to move in quickly.

Information in relation to our repair's performance will be provided via our website and newsletters. Works include:

Electrical Installation

- ✓ All electrics have been subject to a certified check by a qualified electrical contractor.

Gas Installation

- ✓ The gas installations have been tested by a Gas Safe register contractor, and you are issued with a copy of the CP12 certificate issued (Gas Safety certificate)

Energy Performance Certificate (EPC)

- ✓ A full EPC will be provided that outlines how energy efficient your new home is. A summary EPC will be displayed in the property.

Fire Safety

- ✓ Your home will be fitted with smoke and heat detectors. Carbon monoxide detectors will also be fitted in properties that have a gas supply. The installation will comply with LD2 standards.
- ✓ In keeping with building regulations, internal fire doors will be fitted to all flats above the first floor. All main doors within flatted developments will also be fire doors.

Water Management

- ✓ A legionella risk assessment has been carried out.
- ✓ Any dog leg/unused pipework has been removed.
- ✓ Water temperature checks have been carried out.
- ✓ If a shower is in place, shower heads have been replaced.
- ✓ A water hygiene information leaflet is available at <https://clydebank-ha.org.uk/cha-downloads/maintenance-leaflets/>

External (where applicable)

- ✓ Sheds, cellars, outbuildings are cleared of all contents
- ✓ Boundaries we are responsible for, whether fences or walls, are in a reasonable and safe condition and gates are working and secure
- ✓ Gardens are cleared of rubbish
- ✓ Paths and driveways we are responsible for are in a safe condition

Roofs & Guttering

- ✓ All roofs are watertight
- ✓ Gutters/downpipes are in good working order, free-flowing and take rainwater to correct discharge points

External Joinery & Windows

- ✓ Windows will be fully operational with safety catches in place
- ✓ All glazing is in good condition, and is wind and watertight
- ✓ Where applicable, external painter work to windows is attended to as part of our cyclical maintenance programme.

Internal - general

- ✓ All furniture, rubbish etc. is cleared from the property
- ✓ There should be no insect or rodent infestations
- ✓ The property is clean and hygienic
- ✓ All fixtures and fittings are cleaned
- ✓ All floors are swept and cleaned
- ✓ The property will be free from visible signs of mould or damp.

Doors

- ✓ Doors are in good condition; fire doors have functioning self-closers and comply with relevant legislation
- ✓ Front doors and flat entrance doors are fitted with a secure locking mechanism

Floors & Skirting

- ✓ Any loose or missing floorboards will be re-secured / replaced
- ✓ Missing or badly damaged skirting / facings will be replaced
- ✓ If possible, the Association will leave flooring from the previous tenancy that is in good condition.

Walls & Ceilings

- ✓ There are no major cracks, holes or loose plaster
- ✓ There are no inflammable ceiling tiles in place
- ✓ There are no visible signs of damp or mould

Woodwork & Stairs

- ✓ All internal woodwork is free from serious defects
- ✓ Stairs are safe and secure, and fitted with handrails to comply with building regulations.

Plumbing Installation & Bathroom

- ✓ 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 and are in working order
- ✓ Any showers present will be checked to ensure that they are safe and in working order.

Kitchen

- ✓ All kitchen units will be clean inside and out, secured to the wall and will be in a useable condition
- ✓ Cooker gas supply, where applicable, will be checked as part of the gas safety check

Asbestos

- ✓ Full asbestos checks are carried out at every property where textured coatings (Artex) are in place or other asbestos containing materials are suspected.
- ✓ If asbestos is detected in the property appropriate action to make safe will be taken and you will be issued with a copy of the relevant report, and appropriate advice will be given.
- ✓ Our health & safety information leaflet “Asbestos in the Home” can be found at <https://clydebank-ha.org.uk/cha-downloads/maintenance-leaflets/> or on request.

Decoration

- ✓ There should be no significant nicotine staining
- ✓ The acceptable standard for decoration is that walls and ceilings shall be in a good state of repair i.e. no holes or significant cracks

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 (but not limited to).

- laminate flooring
- electric showers,
- alterations to light fittings/switches,
- installing washing machines at our multi-storey flats.
- Renewing any component in the property, e.g. bathroom, kitchen etc.

If you are unsure if you need to request permission to carry out an alteration, please contact us at the office for advice on 0141-941 1044, by email to maintenance@clydebank-ha.org.uk or via our website www.clydebank-ha.org.uk

Disclaimers

The Association will ask you to sign a disclaimer for any items left in the property which is not covered by your rent payment but has been left in the property for your benefit. The ownership of these items will become yours alongside the responsibility of upkeep or renewal.

Examples of this are (but not limited to).

- Floor coverings.
- Window coverings (blinds and curtains)
- Shower
- Non-standard light fittings.
- Additional storage
- Furniture

Examples of home interiors are on the next page. Please note these images are representative only, and are designed to show what our homes can look like once you have moved in and decorated, furnished etc.





We aim to ensure that all vacant properties meet our standard before they are re-let. Where certain items covered by the standard are due to be improved within a reasonable time, as part of a current planned maintenance programme, the new tenant will be given the appropriate information.