



LETTABLE STANDARD 2023

This standard explains what you can expect from us when you move into your home. It is designed to complement our Tenants' Handbook and as a minimum ensure that we meet our requirements under the Scottish Secure Tenancy Agreement and the Social Housing Charter which requires that:

tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated, are always clean, tidy and in a good state of repair.

The standard covers the repairs that we will do prior to a tenant moving in, and explains what we are responsible for.

REPAIRS

General Condition

- Ceilings and walls will be ready for decoration (i.e. holes filled & smoothed) but may require wallpaper to be stripped.
- Loose or missing floorboards will be repaired. We will remove nails or tacks and underlay or gripper rods.
- Floor coverings to all areas will be left for the incoming tenant unless:
 - they are damaged, stained or in otherwise poor condition; or
 - it is laminate flooring installed in an upper flat without adequate underlay (e.g. not installed correctly). In this case it will always be removed.In all cases the incoming tenant takes on responsibility for any future maintenance or replacement, and removal at the end of their tenancy. We will ask you to confirm your agreement. If the incoming tenant does not want the floor coverings these will be removed prior to letting by the Association.
- Sockets, switches and electrical fittings will be safe and securely fixed. They will all be clean and free from any paint, markings or any heat or scorch marks.
- Stair handrails and balustrades will be secure and stair treads will be free from any trip hazards.
- Woodwork such as skirtings, facings, sills, ledges and pass doors will be clean including removing any stickers etc.

Windows/Doors

- Internal doors and ironmongery will be secure, in good condition and good working order.
- Windows, handles and mechanisms will be checked, and where required keys will be provided for locks. As a minimum all ground floor windows will have locks fitted and will be operational.
- Locks and locking mechanisms to front and rear doors will be tested for correct operation to ensure that the property is secure and safe. As a minimum we will ensure that any external door has a 5-lever mortice lock (unless a multipoint locking system).

- A minimum of 2 keys for each lock will be provided.

Kitchens/Bathrooms

- Kitchen units will be empty and will be clean inside and out.
- Units will be secure, in good condition with all internal shelving securely fixed.
- Worktops will be clean and free from any scorch marks, scratches or other damage.
- Baths, wash hand basins and WC's will be clean, in good condition (i.e. free from any chips, cracks or scoring), and in working order.
- Baths and wash hand basins will have a fixed plug and chain and taps will not drip. The toilet seat will also be replaced.
- All wall tiles and grouting to kitchen, wash hand basin splash-backs, or around baths and showers will be clean.
- Extractor fans will be cleaned, inside and out and will be in good working order.
- Kitchen and bathroom floor coverings will always be left where this is part of a medical adaptation, or where provided by Ochil View.

Heating/Electrical/Water

We will leave an instruction manual with operating instructions for your heating system in the property and include a copy on My Home.

Meters:

- Gas and electric meters will be free from any existing debt and where possible, we will provide meter keys / cards.

For gas heating:

- Gas appliances will be checked by a Gas Safe Registered installer. An annual service will be carried out and a copy of the Landlords Gas Safety Record (or CP12) will be provided at the start of the tenancy and made available on My Home.
- The gas supply pipe work to the cooker will be capped and the bayonet removed. The incoming tenant will be required to employ a Gas Safe registered installer to connect their cooker.
- All heating controls, radiator valves will be checked. We will replace any damaged controls or thermostatic radiator valves.
- Carbon Monoxide Detectors will be in good working order and will meet the current legislative standards.
- Radiators will be clean. Any dust/debris build up between radiator panels will be removed.

For electric heating:

- Any damaged storage heater panels or controls will be replaced.
- Storage radiators will be clean.

Electrical:

- A full electrical safety check will be carried out on the property, which includes all fixtures and fittings. A copy of the paperwork will be provided at the start of the tenancy and made available on My Home.
- Smoke and heat detectors will be in good working order and will meet the current legislative standards.
- Low energy light bulbs will be left in each pendant or fitting.

Water:

- We will thoroughly flush all taps, and clean and disinfect, or replace, all shower heads.

Cooking Facilities:

- We will always ensure there are cooking facilities (either gas or electric) where possible however we will not always supply both (for example if there is no gas supply). If an incoming tenant requires the addition of either, we will undertake this as an urgent repair.

External

- All outbuildings or sheds provided by Ochil View will be cleared and free from rubbish. If a new tenant wishes to keep an existing shed, then it becomes their responsibility. We will ask you to confirm your agreement.
- Gardens will be cleared of any rubbish, furniture and ornaments.
- Grass will be cut or strimmed once whilst the property is empty. This will depend on season as it is not suitable to do so in colder weather.
- Bins will be emptied. If missing, we will direct you toward getting a replacement through the local authority.
- Paths will be checked to ensure they are level and safe with no trip hazards.
- Front and rear boundary fences will be in good order and free from disrepair (i.e. no missing slats or rails).
- Divisional fencing to front and rear gardens will only be repaired where there is a safety issue. If it is not repairable then it will be replaced with a 900mm close boarded fence where agreement is reached with any adjoining owner.
- Where the property has the right of access over paths that pass through the garden of another Ochil View property, we will ensure these are clear for access.
- Communal areas (such as stairways) will be clean, safe and fit for use.

Cleaning

- On completion of all repair works the property will be given a full clean, including disinfecting of all sanitary appliances and food preparation areas.
- We will leave a New Tenant Welcome Pack including basic cleaning materials in the property for the incoming new tenant.

Energy Performance

- If required (e.g. where the existing certificate is overdue or requires renewal) a survey will be undertaken to provide an Energy Performance Certificate. A laminated copy of this certificate will be displayed within the property.

Decoration

- The property will be left in good decorative order. This will mean that either:
 - Walls, ceilings and other surfaces are in a clean condition prepared for decoration.
 - Decoration is undertaken to a basic standard (either whole, or in part).
 - We offer a decoration allowance to the incoming tenant.
- By good decorative order we mean:
 - Walls, ceilings and other surfaces shall be in a good state of repair ready for decoration. Any minor indentations, hairline cracks or small areas of torn wallpaper will be considered as acceptable.

- Skirtings, facings or other exposed surfaces will be stained, varnished or gloss painted and free from damage.
- Minor chipping to paintwork may be repaired to make acceptable, providing the remainder of the paintwork is in good order.
- There will be no nicotine staining.
- We will not remove coverings such as artex and may not strip wallpaper depending on its condition.
- If we decorate, we may carry this out to the entire property or it may only be to some areas. Any decoration will be to a basic standard as required where:
 - The property has strong or vibrant colours (unless they are in good condition);
 - The wallpaper is badly torn, partly stripped or damaged, including graffiti;
 - Murals of badges, crests etc. have been painted on the wall.
- A decoration voucher may be given to the incoming tenant to assist them in meeting the costs of decorating the property. This allowance is based on a cost per room and is at the discretion of the Association, and is intended to be a contribution towards the cost of redecoration, not to cover all the costs. In some cases, we may offer an enhanced decoration allowance at the sole discretion of the Association.

Scottish Housing Quality Standard/Energy Efficiency Standard for Social Housing

In addition to the above the Association will also endeavour to check and carry out works we are required to do in order to meet the terms of the Scottish Housing Quality Standard/ or Energy Efficiency Standard for Social Housing

Examples of this are:

- A full house central heating system is installed, to meet the requirements for the property.
- The kitchen meets or exceeds the minimum storage requirements, has at least the minimum number of sockets, and at least the minimum working area.
- Mechanical ventilation is provided in kitchens and bathrooms.
- Loft insulation meets or exceeds the minimum requirements.
- The minimum energy ratings required through the EESSH are met through carrying out energy improvement works.

Any minor SHQS/EESSH failures will be addressed during the period the property is empty, whereas any major SHQS/EESSH failures (i.e. kitchen/ heating upgrades or insulation upgrades) will be given priority on the next available capital programme.

If an empty property has not had a full SHQS survey completed, this will also be done during the period the property is empty.

Review Consultation Process

Recommended by the Senior Management Team	7 th December 2023
Recommended by the Customer Services Committee	14 th December 2023
Approved by the Board of Management	25th January 2024
Date of Next Review	January 2026