



CROYDON COUNCIL

Lettable standards

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Introduction

Before you move into one of our properties, we will check to ensure that your new home is in good condition which means that it is safe, clean and in good state of repair. The minimum acceptable condition of an empty property before you move in, is what we refer to as the 'lettable standard'.

This lettable standard has been developed together with some of our existing tenants and the Resident's Scrutiny Panel, to let our new tenants know what standards they can expect from us when moving into one of our empty properties.

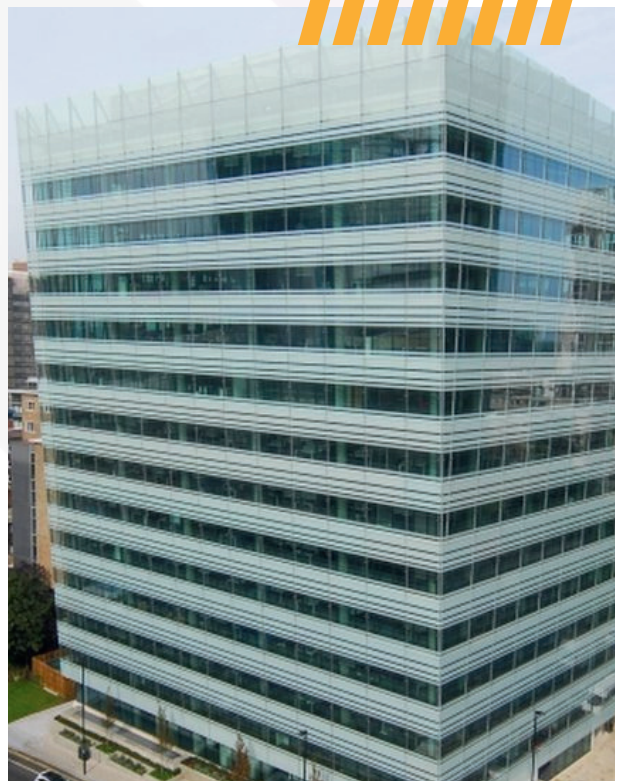
We recommend that you use this lettable standards as a checklist for your new home. Please note that not all areas of this guide may be applicable to the property you're moving into.

If you think anything is missing/overlooked, or you just want to discuss anything, please contact us:

 020 8726 6101

 HSG.VOIDS@croydon.gov.uk

 www.croydon.gov.uk/repairs



Utilities

1 Gas checks

- A full gas check/service of appliances will be carried out by a Gas Safe registered engineer. We will provide you with a copy of the Landlord Gas Safety Record (LSGR).
- Carbon Monoxide detectors will be provided.
- Following your tenancy sign up, an appointment will be booked to commission the gas system and inform you as to how the system controls operate.
- Your lettings officer will tell you how to make an appointment for this to be done.

2 Electric checks

- All electrical fittings will be tested to comply with the National Inspection Council for Electrical Installation Contracting (NICEIC) standards.
- Safety certificates will be held by us and provided at sign-up.
- All wiring, fuse boards, sockets, switches, heaters, and light fittings will be in good working order.
- Low-energy light bulbs will be fitted.

3 Plumbing and water supplies

- Plumbing and water systems will be tested to ensure they are in good working order and free of leaks and blockages.
- Water tanks and water supply are checked for legionella where needed.
- Taps and stopcocks should turn easily.
- Stopcocks will be labelled and information will be left in the property to advise you of their location.

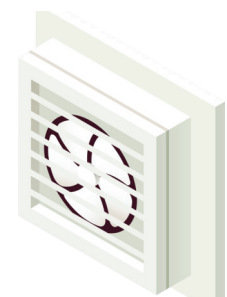
4 Asbestos

- The property will be checked for asbestos during the void period. Any damaged asbestos will be removed.

Kitchen

We will ensure that:

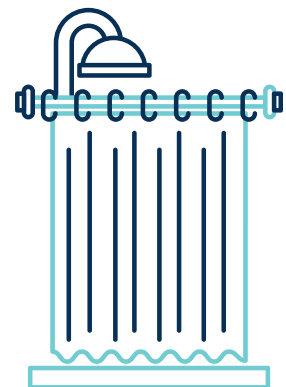
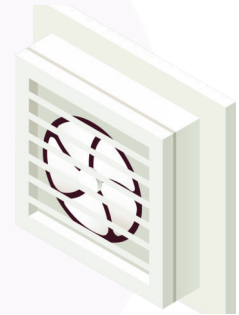
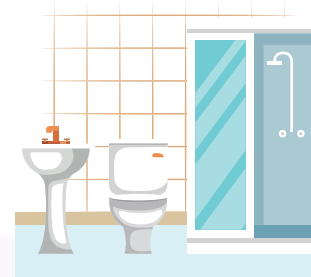
- The kitchen units are clean and in good condition.
- There are three courses of wall tiles above the work surfaces and sealing around the top of base units so you can keep the area clean.
- There is tile behind the cooker area from the skirting board or floor up to three tiles above the cooker so you can easily keep this area clean.
- The sink is clean and in good condition. There is a plug and chain.
- All kitchens have two double electric plug sockets and a sealed light fitting.
- Kitchens will be fitted with humidity-controlled extractor fans which will assist with extracting water vapour.



Bathroom

We will ensure that:

- There is a bath or shower, a wash hand basin and a toilet.
- The bath and sink each have a plug and chain.
- Part of the areas above the bath and wash hand basin are tiled and waterproof to keep that area dry and easy to clean.
- The bathroom is fitted with a suitable lock that can be used from the inside.
- The bathroom is fitted with a humidity-controlled extractor fan which helps extract water vapour (to prevent condensation leading to dampness and mould).
- Toilet seats are new and well-fitted, pans are free from cracks and cisterns are easy to flush.
- Shower curtains are fitted in showers that require one.
- There is non-slip flooring in the bathroom.
- Bathrooms meet the 'Decent Homes' standard – the government's minimum expected standard.

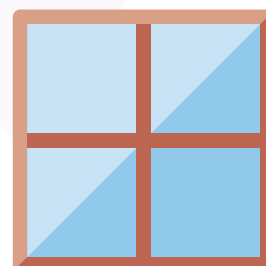


Internal

Interior, doors, windows, stairs and keys

We will ensure that:

- The property is free from graffiti, large cracks, loose plaster, holes, pests, damp and mould.
- Front doors are fitted with a working cylinder rim lock, one 5-lever mortice lock and a spy hole or chain.
- Back doors are fitted with one 3-lever mortice lock with a door number.
- Internal doors are clean, secure, easy to open and close. Hinges, handles and latches are in working order.
- Windows are working properly; easy to open and close, have good hinges and fit properly to reduce drafts.
- Window restrictors are fitted to all windows above the ground floor.
- All stairs, stair nosings and bannisters are in good condition. All woodwork is vertical so it can't be climbed on.
- All staircases have at least one handrail. Stair treads are fixed properly and are not damaged.
- There are three sets of keys to your front door along with any window keys and other communal area keys.
- Lofts are insulated to meet the minimum depth installation. Lofts are also clear and free from pests, damp and mould.



External

Garden, fences, roofs and gutters


We will ensure that:


- The surroundings are neat and well-kept. There are no overgrown shrubs, grass, trees and/or hedges.
- The garden is neat and any bin sheds, coal stores and sheds are tidy.
- All fences are in good working condition and meet the following requirements:
 - Other than the front entrance fence, any fence adjoining a public highway should be a 1.8m high close-boarded fence.
 - Front entrance boundaries should be a privet hedge or a 1m high fence like others in the road. There will be a fence in place for the rest of the boundary.
 - Any fence adjoining a neighbouring garden should have 1 panel of 1.8m high close-boarded fence next to the house, and 1m elsewhere.
- External gates will be in good working order including catches and locks.
- Roofs, guttering and downpipes are clean and in good condition.
- External windows are secured with working catches or locks. If window locks are fitted, keys will be provided.
- The render and brickwork are clean and in good condition.
- Boarding at the gutter level (fascia, soffits and bargeboards) is in good condition.



Key contact information


HOW TO REPORT A REPAIR

 020 8726 6101

 www.croydon.gov.uk/repairs




HOW TO CONTACT A TENANCY OFFICER

 020 8726 6000, ext: 40021


 tenancy.service@croydon.gov.uk

HOW TO CONTACT AN INCOME OFFICER

 020 8726 6100, option 2

 councilrents@croydon.gov.uk

HOW TO GET INVOLVED IN MAKING DECISIONS THAT AFFECT YOU

 020 8726 6000, ext: 44524

 residentinvolvement@croydon.gov.uk

 www.croydon.gov.uk/residentinvolvement

