



Lettable Home Standard

We want you to be happy with your new home when you move in. This guide sets out what standard you can expect your new home to be like when you move in.



Our aim is for our houses to be of a high standard. To achieve this we worked with our Tenants' Group, Rosehill Tenants' Voice, to produce this Lettable Home Standard. This will guarantee when you rent one of our houses it will be:

- Wind and watertight
- Safe and secure
- Clean
- In Good Condition

In the following pages we have set out the standards for the 10 key areas relating to your home. However this guide does not detail the full extent of all the works we do to empty houses.

To avoid causing you any unnecessary delays in moving in to your new home, we may need to carry out some repairs, with your agreement, after the start of your tenancy e.g. replacement worktops, kitchen doors and similar items. However, items for replacement will still be in a useable condition.

1 Gas and Electrics

- Gas heating systems will be in good working order and the house will have a current Landlord's Gas Safety Record (a copy of which will be issued to you)



- Electrical wiring and all switches, sockets and light pendants will be in good working order
- The gas and electricity will be on

2 Kitchen

- Kitchen units will be sound and usable - drawers and doors will open and close without catching and worktops will be free from obvious damage such as significant chips, scores and water damage
- Kitchen layouts will vary from home to home and storage space will consist of base and wall units
- As a minimum spaces are provided for a cooker, washing machine and fridge
- Sinks will be in good working order with taps being free of leaks or drips and plugs will be fitted
- Plumbing will be visually checked and in good working order
- Both electric and gas points will be available for a cooker
- Where fitted extractor fans will be in good working order



3 Bathroom

- Toilets / wash hand basins / baths and showers, where fitted, will be secure and free from obvious damage such as leaks, significant chips and cracks
- Taps will be free from leaks or drips and plugs will be fitted
- Plumbing will be visually checked and in good working order
- A new toilet seat will be provided and the toilet will flush properly
- Where fitted extractor fans will be in good working order



4 Windows and Doors

- External doors and windows will be secure and wind and watertight
- All external and internal doors will be free of damage and will open and close properly
- Locks will be changed on external doors and 3 sets of new keys provided
- In tenements, 2 fobs will be issued for the close controlled entry system



- Windows will be checked and in good working order
- Where window locks are fitted keys will be provided

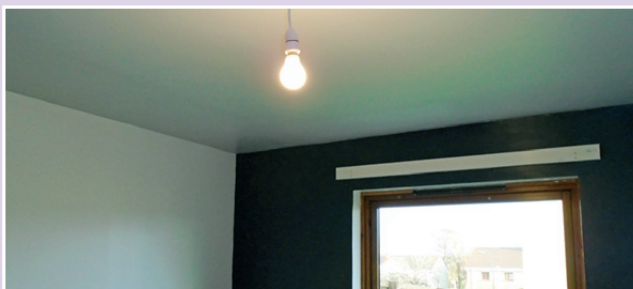
5 Floors and Stairs

- Allowing for different methods of construction, floors will be as secure and level as possible, ready for floor coverings
- Stairs, handrails and banisters will be safe and secure



6 Walls and Ceilings

- These will be sound, free from visible damp, large cracks, loose plaster and large holes
- Walls will be free of Artex



7 Decoration

- Responsibility for decorating / re-decorating including filling small cracks and holes with fillers lies with the tenant
- Decoration vouchers will be issued where the conditions set out in our Decoration Allowance Policy are met



8 Adaptations and Tenant Improvements /Alterations

- In the case of houses that have been adapted for the previous tenant e.g. installation of walk in showers or wet floor bathrooms, the adaptations will be checked and left in good working order
- Non-standard tenant improvements/ alterations e.g. external lights and burglar alarms will only be left if they are safe, visually acceptable, comply with our Alterations and Improvements Policy and the new tenant agrees to maintain them



9 Cleanliness (Inside and Outside)

- The house, including the loft, will be cleared of the previous tenant's furniture, floor coverings and belongings
- All fixtures, fittings and surfaces will be cleaned and will be free from dirt, grime and grease
- During the months of April to October the garden will be left in a neat and tidy condition ready for the tenant to maintain. However during the Winter months this sort of work cannot be undertaken and will be done in the following Spring



10 Health and Safety

- The house will have a current Landlord Gas Safety Record and you will be issued with a copy

- A valid Energy Performance Certificate will be displayed in the house
- We also carry out an electrical safety check
- Smoke alarms and carbon monoxide detectors are fitted and are checked to be in working order
- Safety restrictors on windows (where fitted) will be in working order
- In tenements any controlled entry handsets will be in working order
- The house will be free of polystyrene tiles or coving
- Showers (where fitted) will have the shower head replaced

How to get in touch with us...

If you have any queries about your new home or these standards please contact us using one of the following:

By phone: **0141 881 0595**

By Email: **admin@rosehillhousing.co.uk**

In person: **250 Peat Road,
Glasgow G53 6SA**

Online: **www.rosehillhousing.co.uk**

Our office opening hours:

Monday to Thursday: **9:00 am to 5:00 pm**

Fridays: **9:00 am to 4:00 pm**

In the event of an emergency repair out with office hours please contact - **0141 552 8647**.

We can produce this guide in other formats e.g. large print or other languages if required. If you need this service please let us know.

