



Homes & Enterprise

Supporting BME Communities  
and Multi-Cultural Neighbourhoods

# Lettable Standards



**What you can expect from your new home and what to do next**

## Lettable standards

It's a busy, stressful time when you move into a new home. You want it to be clean, tidy and in good condition. These standards tell you what you can expect, and what we will do to make sure that your new home is ready for you.

For more information, see our leaflets 'Moving In', 'Reporting a Repair' and 'Repairs Responsibilities'.

## How we get your home ready

Our staff inspect your home when the previous tenant gives notice that they are leaving and it is inspected again when they hand the keys in. Our contractors usually have 5 working days to do all the repairs on your home while it is empty.

However, if the previous tenant kept their home in reasonable condition, sometimes we do a 'back-to-back' let. This means that they return the keys and we give them to you the same day.

We try to fix all the repairs, but sometimes we miss some, for instance because we couldn't see the repair when the house was occupied or the electricity was off when we inspected. If you notice a repair, please let us know as soon as possible.

There are some things that we leave until the day you move. They include taking the shutters off, reglazing windows, the gas safety check, strimming the garden and removing any rubbish dumped outside.

## Our standards

These are the standards that your home should meet and the standard of the service that you can expect.

### General condition of your home

Your home will be cleaned, cleared of rubbish, well-ventilated and free from damp. Any flooring will be in reasonable condition and we will have replaced any damaged fixtures or fittings.

You are responsible for decorating, but we may give you some decorating vouchers if the decor is poor.

### Information we give you

We will show you where the stop-taps or off-switches are for your gas, electricity and water supplies so you can turn them off quickly in an emergency.

When our contractors turn on and test your gas appliances and electrics, they will show you how your heating system works.

### Plumbing

We will make sure that we have replaced any faulty plumbing including stop-taps, waste-pipes, taps, plugs and chains. Your home will have a plumb-in point for a washing machine and we will give a radiator-bleed key.

### Electrics

We will safety-test all your electrical appliances and systems and remove any illegal wiring. We will make sure that you have at least one smoke alarm per floor..

## Gas appliances

Please give us 2 working days notice to turn on and test your gas supply and gas appliances. We will give you a copy of a valid gas safety certificate.

If your gas fire needs replacing, we will give you a choice of new, electric fires. This may be replaced after you move in as they take time to order.

## Windows and doors

We will make sure that they are in reasonable condition and can open and shut properly. We will reglaze any broken windows and make sure that all windows and external doors have draught excluders fitted.

We will give you two sets of keys for your doors and window locks. If you have a communal entrance we will give you one communal door key. Please ask us if you would like more - there is a £15 deposit.

## Kitchens

We will check and replace any faulty fittings. We will replace any faulty cupboard doors and worktops with the same design or the nearest match. There will be connection points for both gas and electric cookers.

## Bathrooms

Your bathroom will be clean. We will replace any cracked or badly stained bathroom fittings or tiles. If we can't get the same colour, we will either fit the nearest possible match or white. You should have a shower that works properly with a shower curtain rail and curtain.

## Gifts from previous tenants

We will show you anything that a previous tenant has fitted e.g; lighting, floor coverings, extra locks or any other alteration, and give you a choice:

- You can accept the items as a gift and maintain them yourself, (Unity will not repair them) or;
- We will remove them for you

## I want to make changes to my home...

You may be allowed to make some changes or improvements to your home, but you must ask Unity's permission first. See our leaflet 'Repairs Responsibilities' for more information.

## What do I do now?

### URGENT Gas and electricity

Please contact your gas and electricity suppliers as soon as possible to get your supplies turned on. We can give you the meter readings.

To find out your gas supplier, call 0870 608 1524  
To find out your electricity supplier, call 0845 330 0889

Once your gas and electricity are on, you need to give us 2 working days notice to arrange for our contractors to uncap your gas supply and check that your gas appliances and electrics are safe (turn on and test). Your hot water and central heating will not work until this has been done.

Our contractors will make an appointment for a weekday morning (8am - 1pm) or afternoon (12pm - 5pm). We cannot give you a specific time but we can ask them to try and avoid a specific time e.g; the school run.

## Windows and steel sheeting

If your windows or doors are sheeted up, you need to give us at least 48 hours notice to get the sheets removed when you want to move in.

If there are broken windows underneath the sheets, we will repair them at the same time as we remove the sheets. Our contractors will clear up after themselves and remove any broken glass.

## The finishing touches

You are responsible for the following things:

- Decorating your home
- Getting your own joiner to trim your doors if they are catching on your carpets
- Getting your own Gas Safe registered contractor to connect your gas cooker

## Problems understanding?

If you need any of our information translating or if you need an interpreter, please contact us. We can also provide this information in large print or on CD if you need us to.

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