



## RUGBY BOROUGH COUNCIL LETTABLE STANDARD

Document Name	Lettable Standard	
Purpose	The purpose of the Lettable Standard is to: <ul style="list-style-type: none"><li>• ensure that a consistent standard of work is carried out by Rugby Borough Council to all empty properties before they are re-let</li><li>• inform tenants what standards they can expect from RBC when they move into one of RBC's homes.</li></ul>	
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Review Owner	Communities & Projects Team	
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Tenants Panel approved	February 2023 – reviewed and approved	

# ***RBC Lettable Standard***

*The standard that you can expect of your council home*

As RBC's tenant, you can expect to move into a clean, safe and secure property, which is in a good condition and meets the council's current lettable standard.

## **Inspecting your home**

Before you view your home, it will already have been inspected by a Property Maintenance Officer, who will have made sure that it is fit to let. They will also have recorded the condition of the property and noted all necessary repairs and clearance work that is needed.

Although we try to ensure that as many repairs as possible are carried out while the property is empty, some more minor repairs may be outstanding when you move in. A contractor will contact you to arrange a convenient appointment to carry out such repairs.

## **The general standards you can expect of your home**

### **External doors and windows**

- All doors will be intact and with working latches, locks and handles.
- All door locks to the property will be changed after the previous tenancy.
- Two full sets of keys will be immediately available on the commencement of tenancy.
- All glazing will be intact, and windows will shut properly, with no excess draughts.
- Where necessary, windows will be re-glazed.

### **Ceilings & Walls**

- Ceilings and walls will not have any major defects and any damaged plaster will be repaired Polystyrene ceiling tiles, or similar fire hazards will be removed.
- Any graffiti will be removed.
- Any mould growth to walls, doors and frames will be cleaned off and treated.

The property will be checked to make sure it is safe, secure, waterproof and there is no sign of damp or woodworm.

### **Floors & Internal Woodwork**

- Skirting boards, architrave and door frames will be replaced where missing and will be free from defects.
- All carpets will be removed, unless in a good condition.
- Staircases and handrails will be safe and secure.

### **Decoration**

- Existing decorations will be left intact wherever possible if it is deemed to be clean and in good condition although it may not be to your taste.

- If the walls are covered with wallpaper and you decide to remove it, we advise that you strip the wallpaper one room at a time, as the walls might need replastering before they are ready to be redecorated.
- A decoration allowance may be available where decoration has not met the required standard. This would need to be agreed with your Housing Officer, prior to the start of the tenancy.
- The decoration allowance will be paid in the form of a voucher for you to buy decorating materials and will be valid for three months
- The decoration allowance is a contribution from the Council toward the cost of decorating your home. It is not intended to cover the whole of the cost as this will vary according to individual tastes and requirements.

### **Plumbing**

- All plumbing will be in working order with valves and waste pipes installed for a washing machine, where possible

### **Smoke and Carbon CO alarms**

- All smoke and Monoxide alarms will be installed and operational in line with current guidelines.

### **Cleanliness**

- The Council will arrange for the property to be cleaned in before it is re-let.
- All cupboards and the property will be free from rubbish, including gardens where applicable.
- Lofts will be cleared of all items (excluding insulation and property boarding).
- The floors will be swept and cleaned.
- The bathroom fixtures and fittings will be cleaned.
- The kitchen units and worktops will be cleaned.
- The woodwork and all surfaces will be cleaned.
- Cobwebs will be removed from ceiling areas.
- Vents will be clear, allowing free flow of air within the property.

### **Alterations**

- Any non-standard alterations by the previous tenant will be removed if they have not been done to an acceptable standard. All alterations made by previous tenants will be left if they are safe and sound and done to an acceptable standard.

### **Mobility adaptations**

- Any mobility adaptations will be safe and secure.

### **Energy Efficiency**

- Energy Performance Certificate, if available for the property, will be provided at the commencement of your tenancy.
- Loft insulation will be inspected and if needed, upgraded to the current standard.

## **Gas, electricity, and solid fuel heating systems**

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- Gas appliance/s and solid fuel heating systems will have been serviced within the last 12 months.
- At the time of the property becoming empty, the gas will be capped at the meter to prevent any damage during any maintenance works that may be being carried out.
- If applicable, the gas cooker point will also be capped off.
- You must contact and arrange services from gas & electric suppliers.
- Once gas is available at the meter, the property will be subject to a Turn on and Test procedure or a full gas service on or just after the re-let date.
- In the interests of your own safety, if you have a gas cooker you should arrange for it to be installed by a registered gas fitter.
- If you intend to use an electric cooker, there is no need to have the gas cooker point un-capped.
- The electricians will have been inspected to make sure that they are safe.
- All meter cupboards will have secure and undamaged doors.

## **Bathrooms and Kitchens**

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- Kitchen cupboard doors, shelves and handles should be intact.
- The drawers in kitchen units should open and close, with the drawer fronts in place.
- There should be no defects to the kitchen sink.
- Kitchen worktops will be in a good condition, meeting health and safety standards.
- Basic food storage and preparation areas will be provided.
- Taps should be clean, not drip and turn off properly.
- Tiling should not be cracked, missing or loose.
- Any defects to the floor finishing will be noted for repair/ replacement.
- Kitchen and bathroom fittings will be cleaned of any stains, grease or dirt.
- The toilet will be sealed following cleaning with a sterile wrap.
- Damaged or defective sanitaryware will be replaced.
- Defective toilet seats will be replaced / repaired.
- All showers will be left in situ, tested, cleaned, and overhauled with damage or scaled heads and hoses replaced, to ensure they are working fully.
- The sealant around the bath and sink should be intact and in good condition.
- Bath and hand wash basin will have a plug and chain.
- Any leaks to water pipes which are evident at the time of our inspection will be repaired.
- All existing extractors will be checked and cleaned.

## **Outside and the garden**

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- The exterior of the property will be inspected for faults.
- Defective manhole covers and footpaths will be repaired/replaced.

- Gutters and rainwater pipes will be in good working order. However, it should be noted that some leaks might not be evident if the property was inspected on a dry day.
- Any dangerous structures e.g., garages, outbuildings, will be removed.
- Outhouses and balconies will be secure and free from rubbish.
- Gates will be repaired or replaced where applicable.
- Faulty fencing, erected by a previous tenant, will be removed, and replaced with post and wire.
- Any additional fencing in an acceptable condition, erected by previous tenants will be retained, but the future maintenance of it will be at your own expense.
- The Council standard for party fences is for post and wire only, which the council will maintain in compliance with the Rugby Borough Council's Fencing Policy.
- Gardens will be tidy, free from rubbish and in a manageable condition. If there is a gap between our works being completed and your tenancy beginning during the seasonal growth period, we will ensure overgrown gardens and lawns are cut back within ten days either side of your tenancy start date. The ongoing maintenance of hedges, lawns and trees will be your responsibility.

### **What if you are dissatisfied with the condition of the property?**

If you are dissatisfied with the standard of your new home then please contact the Property Maintenance Team, on (01788) 533533 or [emailrepairs@rugby.gov.uk](mailto:emailrepairs@rugby.gov.uk)

The content of this document is Tenants Panel approved.