

Property Letting Standard

what to expect in your council home

We will deliver an excellent service to our customers and ensure that your property is in a safe, clean condition.

General condition

We will

1. Ensure that gas, electric and energy efficiency checks have been made and that certificates will be given to you at the start of your tenancy
2. Ensure that the property is structurally sound and weatherproof
3. Ensure that the locks are changed to the main doors and that the doors operate correctly and that windows are secure and all keys are provided
4. Check any glazing for cracks and replace them before you move in
5. Check any smoke alarms and ensure they are in working order
6. Ensure that all floor surfaces are sound
7. Check handrails and balustrades to ensure they are sound
8. Check that there is a means of heating and that this is in working order
9. Test stop cocks and label them

Cleanliness

We will

1. Ensure that the property is cleaned throughout
2. Ensure that all sanitary ware is clean
3. Make sure there is no vermin or pest infestation
4. Check that all the previous tenants effects have been removed
5. Give decoration vouchers where appropriate and in accordance with relevant policies

Kitchen

1. There will be a sink and drainer over a base unit and at least one double base and wall unit in place
2. There will be 2 rows of tiles above the sink top and work surface

3. A plug and chain will be provided to the sink
4. A gas or electric cooker point will be fitted
5. If there is an extractor fan this will be in working order
6. Water connections to washing machine pipes and hot and cold taps will be checked and free of leaks
7. Waterproof flooring will be fitted
8. Sealant around the work surface and flooring will be in good condition

Bathroom and toilets

1. All sanitary ware will be in good condition and free from cracks
2. A new toilet seat will be fitted to each toilet
3. Plugs and chains will be fitted to the bath and basin
4. All pipes and taps will be checked and free of leaks
5. If an extractor fan is fitted it will be in working order
6. Waterproof flooring will be fitted and in good condition
7. Sealant around the bath, toilet and washbasin will be in good order

General internal

1. All internal doors will operate
2. Any defective plaster will be repaired
3. Any polystyrene tiles will be removed and surfaces made good

General external

1. Some minor external works i.e. minor leaks to roofs and guttering may be repaired once you have moved in.
2. Any ponds or other large holes in the garden will be filled and levelled
3. Gardens will be free from rubbish
4. Any garage or shed that belongs to the property will be empty and secure
5. The grass will be trimmed and shrubs will be cut back if necessary

You will receive

- Electric safety certificate
- Gas safety certificate
- Energy certificate
- Residents handbook
- Instructions on how to use the heating
- Two sets of door keys

- Window lock keys
- Details of service providers
- Where appropriate a decoration allowance of £30 towards decorating tools and sundries, then £40 for the first room and £30 for each subsequent room including hallway, with an additional £20 if the property has a hall landing and staircase. To a maximum of £250
- Details of who to contact and our opening times/out-of-hours emergency repairs service

What if your new home does not meet this standard?

If you feel that your new home does not meet these standards, please let us know.

Wiltshire Council Housing Management

Telephone: 01722 434773

Postal address: Housing Management, Wiltshire Council, PO Box 2281, Salisbury SP2 2HX

In person: Housing Management, The Council House, Bourne Hill, Salisbury SP1 3UZ

Email: hsgmail@wiltshire.gov.uk

Information about Wiltshire Council's services can be made available on request in other languages and formats such as large print and audio. Please contact the council on 0300 456 0100, by textphone on 01225 712500 or by email on customerservices@wiltshire.gov.uk

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