

Property letting standard

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The purpose of the letting standard is to ensure that all vacant homes are clean and in a satisfactory state of repair before being let to a new tenant.

Our guarantee

Our inspection will ensure that every home we offer for letting is fully checked and passed as:

- ✓ safe ✓ secure ✓ clean ✓ in good condition ✓ with all services in working order.

Safety checks

The council will ensure that properly qualified and skilled tradespeople carry out the following safety checks on an empty property:

- ✓ gas safety check ✓ electrical safety check ✓ smoke / fire alarm check ✓ solid fuel enclosed fires

The council will ensure that all windows and door locks are secure and sound and in serviceable condition.

Decorating allowances

- Internal decorations will be the tenants' responsibility.
- A decoration allowance can be awarded at the discretion of the area housing manager and in accordance with the council's policy.

External condition of property

- The garden will be cleared of rubbish and garden refuse.
- The grass and hedges will be cut back to a presentable standard.
- Paths and steps will be checked and repaired when they are in an unsafe condition.
- A visual inspection of the external condition of the property (roof, chimneys, gutters, downpipes, etc.) will be carried out.
- External doors and windows will be inspected to ensure they are in a sound condition.
- External buildings will be sound, rubbish-free and swept clean, and all window and door locks will be serviceable.
- Gates and fencing will be the responsibility of the incoming tenant.

Internal condition of property

The property, including loft spaces, will be clear of rubbish and in a reasonably clean and tidy condition.

- Any debris from old floor coverings such as adhesive or underlay will be removed. Gripper rods are normally left for the incoming tenant.

- Kitchen units and fittings, including drawers, hinges and cupboards will be in serviceable order, clean, hygienic and fit for purpose.
- A suitable cooker connection point will be provided (this could be gas or electric).
- Bathroom fittings (bath / shower / WC / wash hand basin) will be in working order and in a reasonable condition.
- A non-slip, washable floor surface (vinyl) will be provided in the kitchen and bathroom.
- Internal doors, skirting, facings, floors, stairs and banisters will be sound and secure.
- Glazed panels in communal areas will be fitted with safety glass.
- Central heating systems and other heating appliances will be in full working order.
- Defective plasterwork will be repaired, but hairline or minor cracks will be left for the tenant to fill during redecoration.
- Handsets / equipment for opening controlled doors to communal areas will be in working order.
- The stop tap will be clearly located and tested to verify that it works.
- In the event of no tenancy being in place during the winter period (1 October to 31 March) mains water will be turned off at the stop tap and the feed tank drained of water through the kitchen taps in order to prevent the pipes from freezing. A notice will be left for incoming tenants advising them of this and of the location of the stop tap.

Improvements installed by previous tenants

- Any improvements made by a previous tenant that are in good condition and serviceable are normally recorded. The incoming tenant will be given a choice of accepting responsibility for these (and for their future maintenance), in which case a **variation to the tenancy** will be signed at the beginning of the tenancy, accepting responsibility for non-standard items in the dwelling. Alternatively, the item/s can be removed by the council (this removal may take place after letting).
- Any improvements not in an acceptable condition will be removed and the costs charged to the outgoing tenant.

Contact us

If you would like more information on this subject, please contact Wiltshire Council Housing Management:

Postal address: Housing Management, Department of Neighbourhood and Planning
P.O. Box 2281, Wiltshire Council, Salisbury SP2 2HX.

Telephone: 01722 434294 or 0300 456 0100 (low cost call)

In person: Housing Management, Department of Neighbourhood and Planning
25-27 Milford Street, Salisbury, SP1 2AP.



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