

Maryhill Housing – Letting Standard

April 2024

The following minimum standards should be achieved for all relets:

Works	Minimum Standard
External	<ul style="list-style-type: none"> • All rubbish and litter from gardens, lockups, garages, sheds, outbuildings and pathways will be cleared. • Missing bins to be ordered as part of the voids works. • All areas should be free of graffiti/vandalism. • The property will be wind and watertight. • The property will be safe and secure. • Paths, stairs, fences and gate safe to use and free from trip hazards. • Gardens attached to the property should be cleared of rubbish and grass cut as one -off after tenant moves in.(growing season only) If it a long term void it should be added to the void garden maintenance programme.
General Cleanliness	<ul style="list-style-type: none"> • The house, including attic, basement, garage and outbuildings will be cleared of furniture, white goods, carpets, rubbish and belongings left by the previous tenant. – except where agreed to be re-cycled for new tenant during tenanted viewing. • Vermin and insect infestation will be treated (including veranda). • A full 'sparkle clean' will be carried out incorporating sanitising bathroom fittings and tiles, sinks, kitchen units (inside and out), worktops, sweeping and washing floors, skirting, door frames, windows, window frames, doors and verandas, etc. • In normal circumstances floor coverings will be removed to facilitate the need to inspect all floor surfaces. If the previous tenant leaves flooring or fittings that are in good condition then they can be left at the request of the Housing Officer for incoming tenant.
Electrics	<ul style="list-style-type: none"> • Any unsafe wiring and fitments will be removed. • Smoke alarms and CO alarms will be tested and in working order. • Controlled entry handsets will be tested and in working order. • Extractor fans will be tested and in working order. • . • Check point in place for communal aerials where applicable • All electrical heating systems will be checked and be fully operational
Gas/Electric/ Certification	<ul style="list-style-type: none"> • A gas safety check will be carried out when the property is void and a gas safety certificate (CP12) will be issued to the incoming tenant. • The carbon monoxide (CO) detector will be checked and replaced where appropriate

	<ul style="list-style-type: none"> • All gas fires will be removed, bricked and vented during the void period. • An electric check will be carried out to ensure all electrical installations are safe and the smoke detection in the property meets current legal requirements. An electrical certificate will be issued to the incoming tenant • A portable appliance test (PAT) certificate will also be provided where applicable. • A current EPC will be issued to the incoming tenant which will provide information on the property's energy performance and carbon emissions.
Gas/Electric Cooking	<ul style="list-style-type: none"> • Where the previous tenant has left a gas or electric cooker, this should be removed as we are unable to certify their safety unless supplied and maintained by the Association.
Water Supply	<ul style="list-style-type: none"> • During the months October - April or during severe cold spells, all stopcocks should be shut off and the water supply drained down for long term voids • Individual water storage tanks will be drained, cleaned and disinfected as part of the void works.
Windows and doors	<ul style="list-style-type: none"> • All windows and associated safety mechanisms will be checked and fully operational with keys supplied for any window locks. If silicone seals are stained they should be resealed • Broken or cracked glass to be replaced and completed immediately during void • All internal pass doors and handles will be matching and able to open and close easily • All bathroom doors will have an operational locking system. • Glass doors will be removed and replaced • Front, veranda and back doors will be secure, wind and watertight and in good working order with a letterbox fitted on the front door where required. • 2 sets of keys will be provided for each external door including veranda. • 2 key fobs will be provided for controlled entry system. • Peepholes and chains should be supplied where possible.
Floors, skirting, facing and stairs	<ul style="list-style-type: none"> • Re-secure or replace all loose or missing floorboards. • Skirting and door facings to be renewed if missing or badly damaged. • Floor surfaces will be even to allow carpets and or other surfaces to be laid. • Ensure staircase and associated handrails are secure.
Bedroom cupboards	<ul style="list-style-type: none"> • Should all have level shelf and clothes rail below, space permitting
Hall cupboards	<ul style="list-style-type: none"> • Should have at least one shelf, space permitting

Kitchen	<ul style="list-style-type: none"> • Damaged kitchen units or worktops will be repaired or renewed and matched to existing units or worktops. (where practical) • Kitchen units will have doors and drawers that open freely and close properly and all fittings will be secure. • The kitchen will meet minimum legal and regulatory requirements (where space allows) • Taps will be checked to ensure that they are in working order. • Chains & plugs will be fitted where missing. • Electric cooker supply points will be present in all properties and in full working order. Gas cooker points will be supplied where tenants currently have a gas cooker. • Properties will be left with hot and cold washing machine isolation valve fittings, along with provisions for the removal of the appliance waste. It should also include adequate power supply in close proximity to the appliance.(where practical)
Bathroom	<ul style="list-style-type: none"> • Sanitary ware that is cracked or excessively stained will be replaced. • Where replacement of a part of the suite is required the available colour match should be investigated. If colour match is not available a 3 piece white bathroom suite to be installed (steel bath). • Taps will be checked to ensure that they are in working order. • All sanitary ware will be clean, secure, functional and free from blockages, leaks, and adequately sealed. If Silicone seals are stained it will be replaced • A new toilet seat will be provided on a like for like basis • Chains & plugs will be fitted where missing. • Thermostatic valves on bath taps will be checked where applicable • Showers and shower rails will be checked to ensure they are working properly and a new shower curtain will be fitted. • Any instantaneous electric shower should be included in the electric check. Shower must have a screen and/or shower rail. Tiling should be checked for water resistance and safety. • Wet floor showers – floor coverings checked • The shower head will be replaced in all void properties • A shower will be fitted where this is not provided
Medical Adaptations	<p>Adaptations should not be removed unless authorised by the Head of Property</p> <ul style="list-style-type: none"> • Adaptations will be inspected and fully operational. • Sanitary ware will be checked and individual items will be replaced if badly cracked/stained. • Grab and shower rails will be checked to ensure that they are secure to use. • Showers and shower rails will be checked to ensure they are working properly and a new shower curtain will be fitted.

Decoration	<ul style="list-style-type: none"> • Incoming tenants are normally expected to carry out all decoration work themselves. • All walls and ceilings will be in good condition and ready for decoration • Decoration vouchers will be provided where decoration is required and acts as a contribution towards the cost of decorating for the incoming tenant. • Where there are signs of nicotine damage the areas will be stain-blocked
Dampness/ Rot	<ul style="list-style-type: none"> • The house will be treated for any rising/ penetrating/condensation damp and timber infestation.
Walls & Ceilings	<ul style="list-style-type: none"> • Remove polystyrene tiles and all glue/fixing residue and renew via plasterboard where required. • Where plaster surfaces are in a poor condition these will be repaired as necessary such as cracked or hollow areas. This excludes minor fillings to cracks, which can be made good by the tenant in the normal course of decoration. • Remove graffiti. •
Tenant Alterations	<ul style="list-style-type: none"> • Non-standard alterations can remain providing they are safe, comply with the current building regulations and are aesthetically acceptable and maintainable. Unsafe alterations will be removed.
Asbestos and textured coatings	<ul style="list-style-type: none"> • Where suspected asbestos containing materials are present (for example textured wall coatings) an asbestos survey will be carried out and appropriate remedial action taken. Any asbestos information will be provided to the incoming tenant and the necessary precautions to prevent any health and safety risks.
Internet Provision	<ul style="list-style-type: none"> • Where a communal internet service is available a working router will be provided in the property.
Mid Market Rent Properties	<ul style="list-style-type: none"> • Any fixtures, fittings and appliances provided will be maintained to a satisfactory standard and in line with legislative and regulatory requirements.
Sheds and other outbuildings	<ul style="list-style-type: none"> • Outbuildings and sheds will only be removed if they are damaged and/or pose a health and safety risk.
Post void repairs	<ul style="list-style-type: none"> • Occasionally, there may be delays in receiving certain materials, e.g. bespoke kitchen units which will not arrive until after the property has been occupied. We are committed to keeping incoming tenants informed in such situations. We will promptly communicate any delays and arrange convenient appointments to ensure the timely completion of any necessary repair work