

Our Letting Standards

This is how we ensure our empty properties are made ready for new tenants. Our promise:

Clapton Park in partnership with Hackney Council aims to ensure that every home we let meets our Letting Standard.

This means that prior to new tenants moving into their new home, the property will have had essential and necessary repairs carried out, standard checks for cleanliness and condition of services including gas, electricity and water supply. Also, checks will have been carried out to ensure the proper operation of appliances including water and heating.

If you have any questions concerning your new home or what your responsibilities will be as a Hackney Homes tenant, you can discuss these during the viewing and letting interview or by reading the 'Repairs and Maintenance for Tenants' leaflet or by phoning the Repairs Contact Centre on 020 8356 6300

Works we promise to do before you move into your new home

ITEMS/ LOCATIONS

WORK THAT WILL HAVE BEEN COMPLETED

ANYTHING YOU NEED TO DO?

GAS ELECTRICITY WATER

- We will carry out thorough repairs, including replacing any damaged or defective fittings. We will give you a copy of the inspection certificates.
- The gas and electricity supplies may have been turned off/capped and isolated, for safety reasons.
- There will be a mains cold water supply.
- There will be an adequate supply of hot water once you have an electricity supply (and gas supply where applicable) connected.
- All plumbing and drainage will be free from leaks and in working order. In very cold weather we may drain down the water system.

We will provide you with information on how to arrange for your gas (if applicable) and electricity to be reconnected, when you contact your preferred supplier.

Once connected, you must arrange for Hackney Homes to carry out the gas recommissioning.

If your water system has been drained and needs to be refilled, **please ensure you remain in the property while the system fills up** (in case there is a problem)

Do not turn on water heaters until system has refilled with water. If you have problems, please contact us for assistance.

THROUGHOUT THE PROPERTY

- There will be no health and safety risks for tenants, such as protruding nails etc.
- Handrails and stairs, where provided, will be safe/secure.
- Floor tiles will be replaced as required.
- Windows will be properly glazed. Any damage caused by the removal of any security measures will be repaired.
- Windows will open and close correctly; child restrictors will function properly and keys will be provided where required.
- Doors and frames will be secure and work correctly; keys will be provided where required.
- Ventilation/extractors fans will function and be fit for purpose, according to the room type.

Please take 5 minutes to check we have completed all work to the property next time you visit or when you move in to ensure we have delivered on our letting standard promise.

If you find any problems, **please let us know immediately** so we can arrange for any minor repairs to be carried out at a time convenient to you.

We will not normally decorate your new home, leaving you to make your own choices, using our decoration pack if you wish.

Please let us know if you are unable to decorate your new home yourself, we may be able to advise you of schemes that could help if you fall within our vulnerable tenants' policy.

ITEMS/ LOCATIONS

THROUGHOUT THE PROPERTY

WORK THAT WILL HAVE BEEN COMPLETED

- Walls, internal woodwork and ceilings will reasonably be able to be decorated, without the need to use expensive or special tools and materials.
- Damaged or defective fittings will be repaired or replaced.
- Plugs and chains will be fitted as required.

ANYTHING YOU NEED TO DO?

BATHROOM

- You will have a clean/hygienic bath, wash hand basin and toilet.
- A clean and hygienic toilet seat.
- Clean and hygienic floor and/or wall tiles

Please make sure the bathroom is suitable for your family, as we will not routinely remove any previously fitted showers etc. for new tenants.

CLEANLINESS & DECORATION

- Your new home will be swept and cleaned to a householder's standard.
- Paint work will be washed down and wall tiles will be cleaned.
- Windows will be cleaned internally and externally (where access is available).
- Any items left by the previous occupier will be removed, including anything left in lofts where applicable.

It is likely that you will want to clean your new home to your own standards as soon as possible. However, to give you a good start we will ensure we clean up after ourselves.

KITCHEN

- We will ensure you have access to gas and/or electrical cooker connections.
- Kitchen units will be clean, hygienic and fit for purpose.
- Surfaces and tiling will be clean and hygienic.
- Floors will be sound, washable and clean.
- Where possible, we will provide fittings for the connections of washing machines etc.

Due to the different sizes of kitchens, we are sometimes unable to provide as many units as you may like. We will provide a minimum of one double base unit and a wall unit.

Please ask about gas supply while viewing the property as some of our properties DO NOT have a gas supply.

Works we promise to do before you move into your new home

ITEMS/ LOCATIONS

WORK THAT WILL HAVE BEEN COMPLETED

ANYTHING YOU NEED TO DO?

EXTERNAL AREAS

- Gardens, sheds and storerooms will be cleared of dumped refuse.
- Excessive vegetation will be cut back.
- External paving and steps will be safe.
- Damaged fencing will be repaired or replaced.
- Door numbers and a letter box will be fitted.

If you have problems coping with your garden, please contact your local Neighbourhood Office for advice.

OTHERS ISSUES

- Any external rotted timber will be renewed.
- The roof will be weather tight.
- Any infestation will have been treated.
- Rainwater goods will be clear and water tight.
- Open fire places will be completely removed.
- Polystyrene tiles will be removed.
- Decorative textured coatings will be removed where they are a risk to safety.
- We will supply a welcome pack for you.
- We will deliver decoration materials to you, as agreed when you sign up.

Please report promptly any repairs that are required to keep your home in good condition.

Some building products, supplied over past years, may contain asbestos. We will have surveyed the property and dealt with any risks, before you move in.

Please see our information leaflet **‘What is asbestos?’** for more information.

We will provide you with a battery operated smoke alarm for you to fit, please fits this as soon as possible, following the guidance in the fire advice leaflet in you welcome pack.

DECLARATION BY CLAPTON PARK ON BEHALF OF HACKNEY HOMES

To ensure that all homes comply with our Letting Standard, properties are inspected following completion of repairs works to make certain that they are re-let in an acceptable condition.

I confirm that (address of property)

.....
.....

has been inspected and meets the CLAPTON PARK NHO Letting Standard.

SignedDate of inspection.....

Officers Name (print name)