

Lettable standard

service standard 2008-09



We aim to make sure every property we let is safe, secure and clean.

Before you move in we will always:

- Inspect the property to check it is safe, secure, weatherproof and doesn't have damp and woodworm
- Check the gas and electricity supplies to your home are safe and carry out any repairs if necessary
- Service heating systems and appliances and leave them in good working order
- Make sure the inside of your home is cleaned to a good standard, including the fittings in your kitchen and bathroom
- Re-glaze the windows where necessary
- Test and inspect smoke alarms. If you don't have one in your home we will fit one
- Test and inspect burglar alarms if one is fitted to your home
- Replace or repair damaged floorboards, floor tiles and doors if they are in a dangerous condition
- Provide sufficient food storage and preparation areas
- Provide a safe handrail to all staircases
- Replace damaged bathroom fittings, including any missing plugs and chains
- Repair damaged plaster on walls and ceilings
- Check the condition of internal decorations. If they need improving we will usually give you vouchers which assist towards the cost of decorating. If necessary, we will decorate some or all of the rooms before you move in

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(continued)



- Repair or replace any dangerous gutters or down pipes
- Remove any dangerous structures (such as old garages, outbuildings or ponds)
- Cut grass and hedges to a manageable height and clear any rubbish from gardens. If the weather is bad we may have to do this after you've moved in
- Issue you with at least two keys for each external door lock and two electronic key fobs or communal access keys where there is a communal entrance to your home.

If we have to make minor repairs after you've moved in, we will:

- Tell you about the work when you view the property
- Confirm these details in writing when you sign for your tenancy
- Complete the repairs within four weeks of you moving in to your new home, by appointment to suit you
- Make sure the repair work does not affect your safety.

This is a summary of our full lettable standard policy. For a copy of the full policy please call us on 0845 330 3131, visit your local housing office or our website at www.nottinghamcityhomes.org.uk