



Lettings Standard

Our commitment **to you**
in your new home

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Lettings Standard

Our commitment to you in your new home

Our Lettings Standard, which has been developed in consultation with customers, sets out the condition that you can expect your new home to be in when you get your keys. In summary, it will be safe, secure, and clean, and in a condition suitable for you to move into straight away.

Your new home has been inspected by our surveyors to find out what needed to be done for your home to meet this standard.

A qualified engineer has undertaken an electrical safety check and a qualified Gas Safe engineer will undertake a gas safety check at the time you move into your home. All necessary repairs have been carried out by qualified trade employees.

All minor repairs will be carried out before or on the day you move into your home. Major improvement work may still be required, and this will be carried out on future investment programmes. Further details about planned improvement works at your home can be found on our website here:

<https://www.lincolnshirehp.com/my-home/repairs/planned-maintenance/>

As you move in, you can decorate, improve, and add your own personal touches.

If you'd like to make improvements to your home, depending on the scale of the work, you may need to seek our permission beforehand. You can speak to your Neighbourhood Officer to find out more, or visit our website:

www.lincolnshirehp.com/my-home/apply-for-it/home-improvement/

This Lettings Standard is an important document; please make sure that you keep it in a safe place.

If you move out, we will expect the property to meet the same standard as when you moved in.

If it does not, then you may be recharged for the cost of any repairs required to bring the property up to this standard.

We will visit you within four weeks of you moving in to make sure that you have settled in and to check that any necessary repair work has been completed.

Welcome to your new home!

Ceri Theobald
Chief Executive

Your new home standard

| Your home will be safe and secure | Before I move in | When/after I move in |
|--|------------------|----------------------|
| All gas and/or oil appliances in the property have been serviced and are in working order. A copy of the gas and/or oil safety certificate is provided in your sign-up pack. | ✓ | |
| All external doors and outhouses have new locks and you will be provided with a minimum of two sets of keys. | ✓ | |
| Where possible, all openable windows, have key lockable handles. | ✓ | |
| In homes accessed via a communal entrance a fob has been provided to gain access to the building. | ✓ | |
| A wired in smoke alarm has been installed on each habitable floor of your home as well as the kitchen and the main living room. These are linked together wirelessly. | ✓ | |
| In homes with a fossil fuel burning appliance a wired in carbon monoxide detector has been installed. | ✓ | |
| Your heating and hot water systems will be in working order and maintained. | | ✓ |
| The location of the water supply stop cocks is clearly shown in your sign-up pack. | ✓ | |

| Your home will be in a good condition | Before I move in | When/after I move in |
|---|------------------|----------------------|
| Humidity controlled extractor fans have been fitted to the kitchen, bathroom, and WC's as appropriate. | ✓ | |
| Where space allows, there is space for a washing machine with a suitable socket, drainage, and water supply. | ✓ | |
| There is space for a cooker, together with a suitable socket. | ✓ | |
| Where the property has been adapted to have a separate shower or shower over the bath, this will be in working order and a new shower curtain fitted. | ✓ | |
| All kitchen, bathrooms and any wc floors will be fitted with tiles or vinyl flooring. | ✓ | |

| Your garden will be manageable | Before I move in | When/after I move in |
|--|------------------|----------------------|
| Your garden will have been left in a tidy and reasonable condition for you to maintain. | ✓ | |
| All drains and gullies will have covers. | ✓ | |
| Garden boundaries will be defined with at least concrete posts and wires and all boundaries will be in keeping with the surrounding homes wherever possible. | ✓ | |

| Your home will be clean and well presented | Before I move in | When/after I move in |
|---|------------------|----------------------|
| The property is free from any items other than fixtures and fitting and will have been cleaned before handover. | ✓ | |
| The bath, toilet and hand basin will be cleaned, and the toilet seat(s) will have a 'cleaned seal' | ✓ | |
| <p>Walls and ceilings will have been prepared for decoration. Any existing wallpaper that is heavily embossed, damaged or torn will have been stripped and all walls, ceilings and woodwork will be ready for decoration.</p> <p>Internal decoration, including filling small holes and cracks will be your responsibility.</p> | ✓ | |



Making your house a home

Adding your unique touches to your home

Decoration

Where required a decoration allowance is provided. This is not provided on the grounds of personal taste but is determined by the current condition and how easy it would be for you to redecorate. Factors which will be considered are whether the walls and ceilings are badly marked, smoke stained or are decorated in strong/vibrant colours. The allowance is to help you pay towards decoration and is not intended to meet the full cost.

Furniture and garden structures (sheds, greenhouses etc) left at the property

We have agreed at the property viewing to leave any furniture (including carpets) and/or garden structures such as sheds, greenhouses, and barbecues in the property for use by you. These items now become your responsibility to maintain and dispose of if they are no longer required.

Please be aware that your local council is responsible for providing wheelie/recycling bins. If you require waste recycling facilities, please contact your local council directly.

Aids & Adaptations

If you have a disability you may find that simple adaptations to your home would make living an independent life much easier. These can be minor adaptations like grab rails, lever taps and small half steps; or major adaptations like ramp access, or improving access and movement around the home.

If you need adaptations to your home, we're here to support. You can find out more about this on our Aids and Adaptations page: <https://www.lincolnshirehp.com/aids-and-adaptations/>



Home safety

Keeping you safe in your new home

Gas appliances and supply to your home

For safety reasons the gas supply to your home is capped/disconnected while the property is empty and this will remain until you contact us to uncap it. To do this you must:

- 1.** Find a gas and electricity supplier and register with them. Most of our properties are with British Gas but to find out who the current supplier is telephone 0870 608 1524. A list of suppliers can be found online.
- 2** If your meter is a pre-payment meter (i.e. card or token) you will need to make sure it has a minimum of £5 credit.
- 3** Contact us to arrange an appointment for a Gas Safe operative to uncap your meter, carry out a gas safety check and test the heating system to your home. Please note that the service doesn't operate at a weekend and you will need to give us 48 hours notice for us to attend on the day you move in.

Gas safety

It's crucial to act quickly in a gas emergency. These are the steps you need to take to stay safe:

- Turn off the gas emergency control valve (also called gas emergency shut off valve) at the meter, unless the meter is in a basement or cellar or at the LPG bulk tank or storage vessels
- Extinguish all naked flames and don't smoke
- Don't operate electrical switches (including turning light switches on or off) because this can ignite escaping gas
- Get fresh air immediately; make sure you open all doors and windows to ventilate the area
- Contact the National Gas Emergency service number - 0800 111 999
- If the attending emergency operative identifies an issue with any gas appliances, follow their advice concerning the use of the equipment. Where advised, contact LHP to arrange for one of our Gas Safe registered engineers to attend and fix the appliance and check it's safe.
- If you're feeling unwell, visit your GP or hospital immediately and let them know you may have been exposed to carbon monoxide
- Don't turn the gas supply on again until it's been checked by our Gas Safe registered engineer.

Smoke alarms

All our homes have smoke and heat alarms fitted. It is your responsibility to notify us if they are not working.

Asbestos

When your home was empty, we surveyed it to find out whether any asbestos related work was required and to update our records. You'll probably want to decorate and make improvements to your new home. Before you do, you should think about the possibility of asbestos and read our 'Asbestos in your home' leaflet, supplied in your lettings pack.



Contact us

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 @LincolnshireHP

Write to us

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Lincolnshire Housing Partnership Limited is registered as a charitable Community Benefit Society under the Co-operative and Community Benefit Societies Act 2014 with registered number: 7748.

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