



MDH Lettable Standard 2024

1	Introduction	3
2	Aims and Objectives.....	3
3	Lettable Standard.....	3
4	Complaints	7
5	Equality Impact Assessments.....	8
6	Review and version control.....	8

1 Introduction

- 1.1 The lettable standard sets out the minimum standard our properties will meet when they are let to new tenants. We believe each of our void properties prepared for letting should be safe, clean and in a good state of repair in order that tenants can begin to enjoy their new home straight away. In line with our letting standard, we will ensure each property meets our five point promise.
- 1.2 This is the lettable standard for empty properties, where the tenancy has ended and the property is being repaired in preparation for the new tenant to move in. This sets out our expectations for staff and contractors, to ensure that:
 - We are consistent in the quality and standard of all properties managed through the relet process
 - We provide safe properties at an acceptable standard for residents to start living in their new home
 - We achieve value for money in the repairs and investments that we make
 - We achieve an efficient relet time and minimise rent loss through the relet process
- 1.3 The following is intended as a guide to the required standards of safety, cleanliness and repair, for any property prior to it being re-let and the same will apply for those properties where tenants agree to move in and have the works done after letting.
- 1.4 Each property must be considered on its own merits and works carried out accordingly. Due consideration must be given to tenants choice to retain non-standard items provided that waivers are signed agreeing any future replacements are to RBC standard specification, or that the tenant accepts responsibility for future maintenance as appropriate.

2 Aims and Objectives

- 2.1 The aim of the Lettable Standard is to provide a consistent approach to the properties that we let to ensure that tenants can be assured that the property is decent, safe and free of defects.
- 2.2 The objective is to ensure that any repairs are carried in a consistent manner before a new tenant moves in and rectify any known issues to prevent a return to a property to address defects at a later stage.

3 Lettable Standard

- 3.1 We believe each of our properties prepared for letting should be safe, clean and in a good state of repair in order that tenants can begin to enjoy their new home straight away.

Electrics

- 3.2 We will ensure that all the electrical fixtures and fittings are safe and comply with the latest regulations. This will include:

- taking an electric meter reading as soon as the property becomes void and informing MDH's current provider and arranging for any outstanding debt to be cleared
- carrying out an Electrical Inspection Condition Report (EICR), including appliances such as showers, fans, bathroom pumps, and council provided cookers
- completion of all electrical repairs identified by the EICR

Gas

3.3 We will ensure that the gas supply and any installed gas appliances are safe and comply with the latest regulations. This will include:

- taking a gas meter reading as soon as the property becomes void and informing MDH's current provider and arranging for any outstanding debt to be cleared
- ensuring the gas meter emergency control valve (ECV) can be easily turned on/off
- testing any MDH appliances to check they are working safely
- removing and replacing any failed gas fire with an electric fire
- fitting a working cooker point in the kitchen, this may be electric or gas dependent on property type and location
- fitting a washing machine cold water supply and waste on all properties that do not have communal facilities where possible
- install heating where this is not currently provided

3.4 The gas system will be tested. A valid Landlord's Gas Safety Record (LGSR) certificate will be held by us and a copy provided to the new resident. Boiler, radiators, thermostat and timer to be in good working order and gas points to be plugged or capped.

Fixtures and Fittings

3.5 We will ensure that any works carried out during the period the property is vacant meet all building regulations requirements and that all fixtures and fittings are installed to manufacturer's instructions, are safe, clean and fit for purpose.

Finishes

3.6 We will ensure that all walls and ceilings in the property will be left in a clean condition that is able to accept decoration. In addition we will also provide a Decoration Grant which is dependent on property size.

Floors and Stairs

3.7 Clean undamaged washable vinyl flooring or similar is provided in the kitchen, bathroom and WC. This will be intact, secure, level and free of trip or slip hazards, ready to receive the tenant's own covering.

- 3.8 If vinyl flooring in other rooms is in poor condition and likely to prevent acceptance of the property it will be removed and prepared for new covering.
- 3.9 Laminate Floor covering will be removed in most instances ready to receive the tenant's own covering. Laminate Floor covering will not be permitted in upstairs flats due to possible noise transference. The only exception is laminate flooring will be permitted in Module Homes.
- 3.10 Damaged or loose floorboards will be fixed or replaced as necessary. Damaged or missing sections of skirting/architrave will be replaced and painted to match the existing.
- 3.11 Carpets are removed unless they are in a good state of repair* and free from pests. Carpets and carpet grippers which are in a poor state of repair will be removed. If MDH assess the carpets to be good we will ask prospective tenant if they wish to keep them and if so, to sign a liability waiver.
*Where works are required to floors Carpets will be removed regardless of condition.
- 3.12 There should be at least one handrail per staircase. Handrails, steps, balustrades, newell posts and treads securely fitted.

Kitchen

- 3.13 Kitchen units: Kitchen units that are damaged or unhygienic (beyond cleaning) will be repaired or replaced depending on their condition. The number of kitchen units will depend on the size and layout of the kitchen. As a minimum, one unit with a stainless steel sink, one double base unit and one double wall unit. Sound and useable. All drawers and doors open and close without catching, including trim to units. If possible wall and floor units will match.
- 3.14 Work top and sealant: Free from damage, clean and sealed where work top meets the wall and around the sink.
- 3.15 Sink: Clean and free of rust and stains. Plug and chain secure. No leaks and free flowing waste.
- 3.16 Taps: Clean, easy to operate, marked hot and cold and drip free, hot on the left, cold on the right.
- 3.17 Tiling: Two rows of tiles on the walls above the work surface and sink. Clean, not loose or cracked. Cooker space to be tiled.
- 3.18 Cooker points: Gas: clean and capped off with bayonet removed, ready for cooker to be fitted by a Gas Safe engineer. Electric: power points supplied and clean, ready for cooker to be put in.

- 3.19 Washing machine: Where there is sufficient room, leave a 620mm space with a cold and hot water supply, and waste pipe ready for washing machine to be fitted. Hot and cold valves clean and easy to open and close. Valves drip free and marked hot and cold. Waste pipe secure and drip-free.
- 3.20 Washing Machine anti vibration mats will be fitted where required to upstairs flats where there have been previous noise transference issues.

Bathroom

- 3.21 Bath and shower: Clean and sealed where bath edges meet the tiling. Secure and free from chips. Plug and chain secure. Bath panel and frame secure and clean. No leaks, free flowing waste.
- 3.22 Unless in good working order, showers when fitted by former tenants, shower removed and piping capped off with tiling made good.
- 3.23 Toilet pan/seat/cistern: Renewed seat, secure pan, clean and easy to flush.
- 3.24 Wash hand basin: Secure, free from chips. Plug and chain secure. No leaks and free flowing waste.
- 3.25 Taps: Secure, clean, easy to operate, drip free and marked hot and cold, hot on the left and cold on the right.
- 3.26 Tiles: Two rows of tiles above the wash hand basin and three rows of tiles above the bath. Clean, intact, not loose or cracked.

Doors and Windows

- 3.27 The front entrance door will be in good working order to ensure security. It will be secured with a suitable cylinder lock or five lever lockset. The door will only be renewed if it is incapable of being repaired or adequately secured. Damage created by any previous forced entries will be repaired.
- 3.28 In total there should be three full sets of keys to the property. No keys should be left in the property. The back/balcony doors will be checked to ensure that they open and close properly, are secure and have fully operational keys.

3.29 All broken windows will be re-glazed. Security locks to windows on the ground floor. Glazing intact and secure. Windows will be easy to open and close and safety catches operational. Window restrictors to be fitted to all casements above first floor level. Keys to be available at letting.

External Works

3.30 We will ensure that gardens are trimmed and cleared of rubbish and debris, this may take place after the tenant moves in to prevent fly-tipping. Garden works will include;

- renewing or relaying of broken, loose or dangerous slabs along the path to the front door and from the back door to the washing line, where fitted. Any other paving agreed to be carried out will be completed on occupation
- filling in of all ponds

4 Complaints

4.1 We try to get things right the first time and when we do, we would love people to let us know. It's great for us to receive positive comments or feedback, so if people wish to complement our staff for doing a great job, we would love to hear from them.

4.2 If things do go wrong the council is committed to:

- Dealing with complaints and comments quickly and effectively; and
- Using complaints, comments and compliments to review and improve our services

4.3 When tenants contact us to tell us they are dissatisfied with the service we have provided, we will offer them the choice to have an informal conversation to see if we can put things right quickly, without the need for a formal investigation.

4.4 The Housing Ombudsman Service advise that a complaint must be defined as:

'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents'.

4.5 Where a tenant considers that the council has given a poor service or has got something wrong, they may tell a member of staff in the first instance. This does not need to be treated as a formal complaint (unless the complainant asks us to do so) and may be resolved 'there and then' by way of an apology or plan of action. Any comments provided will be used to take appropriate action, or give information.

- 4.6 If a tenant does not want to do this or is unhappy with the response, they may make a formal complaint, which can escalate from stage 1 or stage 2 if they are still not satisfied with the response. Having been through stages 1 and 2 and they are still not satisfied, the tenant may contact the Housing Ombudsman Service.
- 4.7 MDH's complaints procedure is detailed on Mid Devon District Council website: [Feedback and Complaints](#)

5 Equality Impact Assessments

- 5.1 MDH complete an equality impact assessment each time we develop or review a policy, procedure or service. The assessment is to help us make sure our decision making is fair and does not present any barriers or disadvantage to customers from any protected group (including disability) under the Equality Act 2010.

6 Review and version control

- 6.1 MDH will review this standard every 10 years and as required to address legislative, regulatory, best practice or operational issues.
- 6.2 This policy was produced in 2024 and is version 1.00
- 6.3 This policy was adopted by Cabinet on xxxx