



Welcome to your new home...

*your Lettings
Standard*



If you would like to receive this information in another language or in another format such as large print, Braille or audio, please contact communications on 0845 849 2000 option 5 or email communications@shorelinehp.com

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Lettings Standard

-Our commitment to you in your new home

When we let you a property we make sure that it is safe, secure, clean, habitable, weathertight and in a condition suitable for you to move into straight away.

Our Lettings Standard sets out the condition that your new home is in now that you are moving in.

Your new home has been inspected by professional surveyors to find out what needed to be done to bring the property up to this standard. All necessary repairs have been carried out by qualified trade employees and completed to a good standard.

Qualified engineers have also carried out all statutory gas and electric checks to make sure these services are safe for you to use in your new home. You will be provided with copies of these test certificates.

We may need to carry out minor repair works after you have moved in but this work will be kept to a minimum and will be carried out during normal working hours and at a time that suits you.

You are responsible for the decoration of your new home. Where appropriate, we will provide help by issuing you with decoration vouchers as a contribution to any work that you may need to carry out. The amount you receive will depend upon the property's condition.

Your new home may also be included in our investment programme where improvement work is carried out to meet the Decent Homes Standard. We will let you know if and when this work is due to be carried out in your area.

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.

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

Welcome to your new home



Tony Bramley
Chief Executive



Andrew Almond-Bell
Chair

Lettings Standard - Checklist

	Before tenancy	As I move in
General		
The property is free from the previous tenant's household rubbish.	✓	
The property may contain furniture and general fixtures and fittings, (including carpets and other floor finishes) left by the previous tenant that we consider to be in a good condition. If you would like these to be removed please contact your Neighbourhood Officer.	✓	
The loft is clear.	✓	
I have received a copy of the Gas Safety Certificate (if applicable).		✓
I have received a copy of the Electrical Test (NICEIC Test) Certificate.		✓
The property has gas and electric meters where there is a supply.	✓	
All electrical fittings are safe and in good working order.	✓	
Incoming water mains and plumbing installation, including stop cocks and taps are in working order.	✓	
The property has been visually checked for any damp, woodworm or timber decay. Work has been carried out to correct any problems that we identified.	✓	
The property has been visually checked to see if any corrective work needs to be carried out to the chimney, roof, gutters and drainpipes. Work has been carried out to correct any problems that we identified.	✓	
There are no polystyrene tiles. Ceilings are sound and skimmed.	✓	
Extractor fans (where fitted) are clean and working.	✓	
Hot water and central heating		
Running hot water is available.		✓
Central heating (where installed) is working.		✓

Internal	Before tenancy	As I move in
All walls, floors and ceilings are free from any protruding nails, carpet grippers and screws.	✓	
Floors and ceilings are safe and secure.	✓	
There is no broken or damaged asbestos present in the property.	✓	
Each room has an internal door in working order.	✓	
All windows open and close easily.		✓
All windows have been inspected and there are no broken panes of glass.		✓
I have been provided with window lock keys.		✓
Each occupied floor has a working smoke detector.	✓	
All plaster is sound (there may be minor cracks which you may need to fill when you decorate your home).	✓	
There are no visible signs of vermin or insect infestations.	✓	
All fixtures, fittings, sanitary ware, and kitchen units are clean.	✓	
All gas appliances including fires, wall heaters and central heating systems are serviceable.		✓

Insulation

Loft spaces, water tanks and pipework within the roof space are insulated.	✓
The hot water cylinder (where applicable) is insulated.	✓

Staircase and floors

Staircases, handrails and banisters are safe and sound and in good working order.	✓
There are no missing, split or cracked wooden floor boards.	✓

	Before tenancy	As I move in
Bathrooms / Toilets		
All sanitary ware, basins, baths and/ or showers are clean and in good working order, with plugs and chains.	✓	
There is a new toilet seat.	✓	
All bathroom and toilet doors are lockable.	✓	

Kitchen		
Base units, wall units and worktops are in good working order (Please be aware that they may not match).	✓	
There is a working sink and drainer with plug and chain.	✓	
There is a space for a cooker together with an appropriate electrical outlet. Where there is gas available to the property there is also a gas cooker point.	✓	
The worktops have tiled splashbacks.	✓	
If there is space for a washing machine, appropriate electrical, drainage and water facilities are supplied.	✓	
There is a space for a fridge with an appropriate electrical supply.	✓	

External		
All external doors (including outhouses) have new locks and keys.	✓	
I have been provided with a fob to gain access to the building (only if you are moving into a block of flats).		✓
Access - both in and out of the property is safe.	✓	
There is no rubbish in the external areas of the property. The garden is clear.		✓
The garden shed is clear of rubbish.	✓	
Gates and latches are in working order (where fitted).	✓	
The property has a refuse bin for Council rubbish collection.		✓
All drains and gullies have covers.	✓	

Lettings Standard Repair Request List

If there are any small items of repair work that you would like to be carried out to your new home. Please discuss them with your Neighbourhood Officer and list them below.

Your Neighbourhood Officer will make arrangements for this work to be completed within four weeks.

To be completed by your Neighbourhood Officer:

Location:	Repair:
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____
7. _____	_____
8. _____	_____
9. _____	_____
10. _____	_____

Agreed decoration voucher amount (where appropriate):

Agreed date for garden clearance:

/ /

Are any items left in the property by the previous tenant to be removed?:

Yes No Not applicable

Lettings Standard Agreement Form

Tenant details:

Name:

Address and
postcode:

The property detailed above has been handed to me in a condition which meets the Lettings Standard. I agree to keep the property at this standard.

I know that at least 48 hours before I move into my new home I must:

- arrange for my gas and electric supplies to be connected
- contact Mears so that heating and hot water is available on the day I move in.

Please sign this statement.

Your signature:

The property has been accepted by the tenant in a condition which meets the Lettings Standard.

Neighbourhood Officer signature:

Print name:

Date: / /

Please keep this Lettings Standard in a safe place

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