

make it happen

Letting Standard

Plymouth
Community Homes



Making sure your home is safe



About the Letting Standard

Our promise to you

We promise to make sure that every home is safe and healthy, in accordance with our Letting Standard.

This includes providing gas and electric safety certificates, testing the hot and cold water supplies and heating appliances and ensuring the property is clean and secure.

We may be able to help with decorating for new, elderly or disabled residents who are unable to do this themselves.

What is the Letting Standard?

The Letting Standard is the condition Plymouth Community Homes says a home must meet before a new resident can move in.

When a property becomes empty, we will carry out an inspection and do any work necessary to meet the Letting Standard.

The tables in this leaflet show what work we'll do to make sure homes reach the Letting Standard.

Plymouth Community Homes Decent Homes Standard

The Letting Standard should not be confused with the Plymouth Community Homes Decent Homes Standard.

The Decent Homes Standard is a five year programme of improvements, and any work needed to make sure your home reaches this standard will be done as part of the programme.



Minimum standard checklist	Before you move in	After you move in	New tenant's responsibility	Link to Plymouth Community Homes Standard planned works
Utilities				
Account in place.	✓			
Additional utility meters.			✓	
Gas safety check complete.	✓			
Electric safety check complete.	✓			
Heating				
Adequate and safe form of heating.	✓			✓
Plumbing and water systems				
Plumbing and water systems tested to ensure they are in working order and free from leaks.	✓			
Floors and stairs				
Vinyl flooring intact, secure, level and free of trip hazards.		✓		
Floor and skirting boards in place, clean, secure, free of rot and trip hazards.	✓			
Stairs handrail, steps and vertical post securely fitted.	✓			
Internal doors and windows				
Internal doors clean, secure, easy to open and close, hinges and catches secure.	✓			
Window glazing intact and secure.	✓		Only repaired by Plymouth Community Homes free of charge with a crime number after occupation.	
Windows easy to open and close.		✓		✓

Minimum standard checklist	Before you move in	After you move in	New tenant's responsibility	Link to Plymouth Community Homes Standard planned works
Kitchen				
Kitchen units sound and useable. Drawers and doors open and close without catching.	✓			✓
Worktop and sealant clean and sealed where worktop meets the wall and around the sink.	✓			✓
Sink clean and free of rust and stains. Plug and chain secure.	✓			✓
Kitchen taps clean, easy to operate, marked hot and cold and drip-free.	✓			✓
Stopcocks in property accessible and easy to open and close.	✓			✓
Tiling clean, not loose or cracked.		✓		✓
Cooker points – Gas, clean and capped off.	✓			
Washing machine 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.	✓			✓
Bathroom				
Bath clean and sealed where bath edges meet the tiling. Secure and free from major chips. Plug and chain secure. Bath panel clean and secure.	✓			✓
Toilet pan/seat/cistern secure, clean and easy to flush. New seat fitted to internal toilet.	✓			✓
Wash hand basin secure, clean and easy to drain. Plug and chain secure.	✓			✓
Taps secure and clean, easy to operate. Marked hot and cold and drip-free.	✓			✓
Tiling clean, intact, not loose or cracked.		✓		✓
Walls and ceilings				
Sound, free from damp, graffiti, large cracks and loose plaster.	✓			

Minimum standard checklist	Before you move in	After you move in	New tenant's responsibility	Link to Plymouth Community Homes Standard planned works
Decorations				
Any room in a very poor state of decoration, due to graffiti or mould growth for example, will be redecorated before you move in.	✓		✓ Where decorations are average/poor, vouchers will be given for the purchase of material and equipment.	✓ Decoration service.
Miscellaneous				
To comply with current regulations we will carry out a visual check of the property for asbestos and ensure it is either removed or left in a safe condition.	✓			
Smoke detectors/carbon monoxide detectors provided and fitted by Plymouth Community Homes. Fire safety advice leaflet left in property.	✓			✓
Adaptations for people with disabilities will be clean, secure and working.	✓			✓
Alterations carried out by previous tenants that do not conform to the Plymouth Community Homes Standard will be removed. Carpets and curtains will be left if they're in good order. The new tenant will have to sign a disclaimer.	✓		✓	
Cleanliness				
All floors swept.	✓			
Floors tiled or covered in a washable surface mopped.	✓			
Doors, worktops, cupboards and electrical outlets washed down.	✓			
Wash hand basin, baths and toilets cleaned and de-scaled.	✓			
All radiators cleaned.	✓			
Front door cleaned, frames wiped down inside and out.	✓			
Paths or landing swept..	✓			

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Outside your home				
Roof safe secure, free of leaks, wind and watertight.	✓			
Brickwork, pointing and rendering clear of graffiti. No major cracks wind and watertight.	✓			
Drains, gutters and down pipes safe and secure. Free from blockages, weed growth and leaks.		✓		
Windows safe, wind and watertight, open and close freely.		✓		✓
External doors secure, open and close freely, wind and watertight, locks in good working order. New lock cylinder to all front doors.	✓			✓
Gardens (front and rear) clear of rubbish before you move in. If badly overgrown, grass and vegetation will be cut back to a manageable level once. After this, it's your responsibility.	✓	✓		
Garages, sheds and outbuildings clear of rubbish, safe lockable and secure.	✓			✓
Pathways to the front and back doors free of trip hazards.		✓		
Fences, walls and gates intact, free of graffiti and major defects. Gates have working catches.		✓		✓
Air vents clean and free of blockages.		✓		
<p><i>If you've got any questions, feel free to speak to our Repairs Team on 0808 230 6500 or email repairs@plymouthcommunityhomes.co.uk</i></p>				

Repairs Team 0808 230 6500

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