

The Victory Lettable Standard

Kitchen

The sink will be clean, taps will be in a good condition and will not leak or drip. We will provide a plug and chain.

All units will be secure and doors and drawers will work properly.

There will be cold and hot water.

The number of storage cupboards will depend on the size of kitchen. The storage space will consist of wall and floor units, and may include a larder.

There will be at least one row of tiles in good condition and grouted above the sink.

There will be a space for a cooker with an electricity supply and one electric cooker switch. Some properties will also have a gas supply so a gas cooker can be fitted. It is your responsibility to arrange the connection of your cooker by a suitably qualified person.

There will be a minimum of two double electrical sockets, if this is possible without rewiring the property.

We will provide space for either a fridge freezer, washing machine with plumbing for taps and waste, or both, depending on the size of the kitchen. The connection of your washing machine is your responsibility.



There will be a child proof lock on the cupboard under the kitchen sink.

Cleaning

We will sweep all paved areas including the drive and path.

We will sweep and vacuum all hard floors to remove loose dust.

We will sweep, mop and dry all tiled, concrete and hard floors to remove dirt and scuff marks.

We will sweep and clean all storage cupboards.

We will wipe clean all fixtures, fittings, window sills and ledges, radiators, pipes, door frames, door handles, picture rails, skirting boards, fire surrounds, smoke alarms, extractor fans and kitchen light fittings.

We will remove cobwebs from walls, ceilings and cupboards.

There will be no graffiti.

We will remove Blu-tak, sellotape, drawing pins, chewing gum and labels.

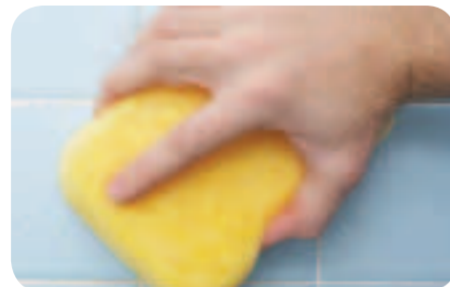
We will wash the inside of all windows and glazed doors.

We will wash the inside and outside of kitchen cupboards and drawers, and the sink, taps, plugs, worktops, wall tiles, grouting and sealant and inside of spaces in the kitchen left by the removal of electrical or gas appliances.

We will wash the shower, bath, washbasin, taps, toilet and pipes.

There will be no rubbish in the loft.

There will be no streaks or marks from cleaning, and surfaces will be left dry.



Decoration

You are responsible for decorating the inside of your home, including filling small holes and cracks with decorators filler.

Redecoration packs will be provided for properties that have rips or tears to the decor or where a room has been stripped and prepared for decoration.

We will award redecoration packs based on an assessment by our surveyor. A voucher and colour selection chart will be provided, which allows you to order by phone or online paint and decorating materials up to the assessed quantity. These will be delivered to your door.

Decorating packs are intended to help towards the cost of your decorating materials and may not cover all your requirements.



Doors, internal woodwork, windows and glazing

All internal and external doors will be in good condition and will open and close easily.

The locks to all external doors will be changed.

All glazing will be intact when you move in and all windows that are designed to open will be in working order.

All internal woodwork will be in good condition.

Ceilings and walls

We will remove torn wallpaper and leave the room ready for decoration.

We will repair any damaged plasterwork or textured coatings.

We will remove any polystyrene tiles and coving.

Walls will be free from damp or mould.



Floors and stairs

We may keep carpets, lino, ceramic tiles, laminated or wooden floor coverings left by the previous tenant if they are in reasonably good condition. The ongoing maintenance and replacement of these items would become your responsibility.

We will replace damaged vinyl floor tiles and we will try to match them with the existing tiles.

We will replace missing floorboards.

Floorboards will be even and secure, with no nails sticking out and free from rot and active woodworm.

Solid floors will be free from major faults and have a level finish.

Kitchens, bathrooms and shower rooms will have a washable, clean floor covering.



Bathroom and toilet

Each property will have a washbasin, a toilet and either a bath or shower. We will provide a plug and chain for the washbasin and bath.

All fittings and taps will be in good condition and will not leak or drip.

There will be at least two rows of tiles above the washbasin and bath, if there is a bath. If the property has a shower, the shower area will be fully tiled. The tiles will be in good condition and grouted.

All toilets will work properly, have no cracks and will be securely fixed.

We will provide a new toilet seat and make sure the flush handle or chain works properly. Further replacement toilet seats, as needed throughout your tenancy, will be your responsibility.



Heating and mains services

If the property has a gas supply, we will have the gas supply and any appliances tested in line with current gas safety regulations to make sure they are safe and in working order.

We will give you a copy of the landlord's gas safety certificate and let you know where the emergency control valve is when you sign the tenancy agreement.

Hot water cylinders, where fitted, will have an insulation jacket or lagging.

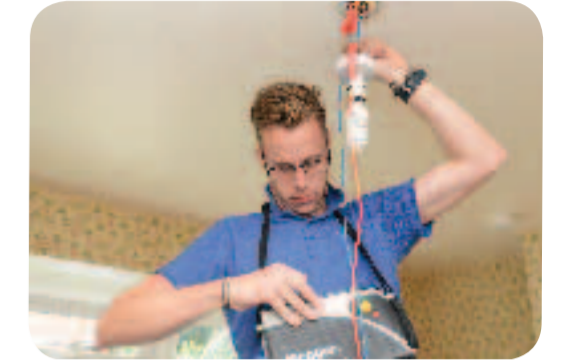
We will provide energy performance certificates with all properties we let. We will give you the certificate when you sign the tenancy agreement.

There will be a stop tap (also called a stopcock) for water. We will let you know where it is.

We will have the electrical supply checked in line with the National Inspection Council for Electrical Installation Contractors (NICEIC) inspection procedure.

Each room, except bathrooms, shower rooms and toilets, will have at least one double plug socket.

If your new home is not connected to mains drainage, we will tell you how the drainage system works, any restrictions on its use, and how you will be charged for it.



Asbestos

When you sign the tenancy agreement, we will give you a copy of the asbestos report for the property and Victory's leaflet about asbestos.

Outside

We will replace damaged paving slabs or repair concrete areas that lead to the front, side or back door to ensure they are level and safe.

Roofs, walls, gutters and downpipes will be safe and in working condition.

We will remove rubbish from the front and back gardens, bin stores and any sheds.

We will remove sheds, greenhouses and other similar garden structures unless they are in good condition. On some occasions bases may be left. The ongoing maintenance and replacement of these items would become your responsibility.

We will maintain Victory Housing Trust owned fences which are next to public areas. Fences or post and wire boundaries between gardens are the tenant's responsibility.

We will cut back any overgrown hedges, lawns and trees. The ongoing maintenance and replacement of these items would become your responsibility.



Lettable Standard

We want our properties to be of a consistently high standard. To achieve this we have worked with our customers to develop this Lettable Standard which will make sure that when you rent one of our properties it will be safe, secure, clean and in good condition.

The Lettable Standard is the minimum standard of repair that you can expect when you rent one of our properties.

This should not be confused with the Decent Homes standard which is a separate government standard to, "ensure that all social housing meets set standards of decency".

Any Decent Homes work that needs doing to your home will be carried out in line with our improvement programme.

Throughout the lettings process we will:

- treat you with respect, be polite and give you support and advice where we can
- show you around the property at the earliest opportunity
- check the property meets our Lettable Standard
- give you details of our Lettable Standard for empty homes when you view a property and tell you what work we will do to the home and when it will be finished
- give you details of who to contact if you have any questions about your tenancy
- visit you within 12 weeks of the start of your tenancy to offer advice and support and make sure you have settled into your new home
- send you a questionnaire to ask you about your experience of the lettings process
- give you useful information about your new home

If you don't think your home meets the Lettable Standard or you have any questions about the lettings process, please call us on 0330 123 1860.

When you move into an empty property, it should:

- be wind and weathertight
- have useable water, electricity and gas supplies (if provided) and adequate drainage
- be secure, with replacement locks and at least one key for each external door, including brick built sheds where provided
- have useable windows
- have safe paths
- have taps and waste for a plumbed in washing machine, where possible
- have a working hot water system
- have a working, clean, useable toilet with a new toilet seat
- have a clean, useable bath or shower
- have a safe and useable form of space heating
- have all internal doors in place
- have clean, useable kitchen cupboards
- have clean, hygienic kitchen work surfaces
- have all floors in good condition with no loose, dangerous or missing floorboards
- have a bannister or handrail to the staircase and landing
- have smoke detectors in place, and carbon monoxide detectors where applicable
- have provision for a response alarm system, if it is a sheltered property



Contact Victory

Call us any time on

0330 123 1860

Email: info@victoryhousing.co.uk

Visit: www.victoryhousing.co.uk

Twitter: @VictoryHousing

Facebook: [facebook.com/victoryhousing](https://www.facebook.com/victoryhousing)

Write to: Victory Housing Trust, Tom Moore House, Cromer Road, North Walsham NR28 0NB

Visit us at: Tom Moore House, Monday to Friday between 8:30am and 5pm

Victory
HOUSING TRUST

Lettable Standard

A quick guide to the minimum standard of repair you can expect when you rent a Victory property



Information Pack

When you sign the tenancy agreement for your new home, we will give you an information pack. The pack contains lots of information about Victory Housing Trust and the services we offer.

Repairs after your tenancy begins

To avoid causing you any unnecessary delays in moving into your new home, we may need to carry out some repairs after your tenancy has begun.

We will discuss and agree any repairs with you before you sign your tenancy agreement and we will provide you with timescales for completing the work.

Examples of the type of work that may be carried out after you have moved in are:

- external wall repairs
- replacing broken slates or tiles
- repairing gutters and downpipes
- removing any outside rubbish which was there before you moved in, not including any rubbish from your moving in, such as cardboard boxes or your unwanted belongings
- repair to any Victory owned fences, gates or paths

Getting your heating working

If your new home has gas or oil-fired central heating, our heating service contractor will have to visit you once you have moved in to re-commission the heating and hot water system and instruct you how to use it.

If the sign-up process is carried out at our office, our Housing Officer will arrange this appointment for you. If the sign-up process takes place at the property, you will need to contact our Customer Services Team to arrange this.



If you would like this leaflet in large print, audio, Braille, another language or an alternative format, please contact us and we will do our best to help.

WELCOME