

LETTABLE STANDARD

Responsible Officer

Director of Customer Services

As a resident-led housing association, Phoenix aims to provide high-quality homes that meet Decent Home Standards. This guide highlights the minimum standard that you can expect when you move in.

General building condition and external areas we will ensure:

The property is structurally sound, weather-tight, free of damp and mould, clean and cleared of any debris and the previous occupants' belongings. The glazing is in good condition and meets British Standards.

The paths, paving, steps, boundary walls, fences and gates, plus any garden buildings, are in reasonable repair and safe. Gardens are clear of rubbish and grass is cut to a manageable level.

Doors

All doors and frames are free of rot or decay and doors open and close easily. Front doors have a cylinder lock and a five-lever mortice lock, each with two keys. Side or rear doors are fitted with a deadlock with two keys. Flats that share an internal communal corridor have a self-closing, 30-minute fire resistant door. Any external letter boxes have a working lock and key.

Windows

Windows and frames are clean, free of rot or decay and open and close easily. Glazing is in good condition and meets British Standards. Window locks are working, and keys are provided. Child restrictors are fitted to windows at first floor level or above.

Electrical & Lighting

A working low energy bulb in every light fitting. The lounge and bedrooms will have at least one double socket. Bathroom/toilet no sockets. A shaver point will not be provided unless already fitted. A working smoke detector in the hall and on each floor. A carbon monoxide alarm where there is a gas supply to the property (except gas cooker), all switches, light fittings and sockets will be safe and working.

Floors, stairs, walls and ceilings

Floors are safe and level, with no trip hazards. Non-slip flooring is fitted in kitchens and bathrooms. Stairs and banisters are safe and banister rails are in place. Walls, skirting boards and ceilings are free of nails and screws and are ready to receive decoration.

Heating & Insulation

The property is heated by radiators or by electric storage or panel heaters. Loft access is safe, and loft is insulated with a minimum 270mm insulation. External pipes are lagged, and any cold-

water tank is covered and insulated. Where possible, cavity walls are insulated. Tenants are issued with an Energy Performance Certificate (EPC)

Electric, Gas, Water Isolation, and Building Safety Information.

We will show you where your Gas and Electric meter is. All stopcocks will be labelled and working. Electrical Wiring and gas systems are checked, and valid safety certificates issued (Electrical Installation Certificate and Landlord Gas Safety Record). We will also supply you with any building safety information. Tenants must arrange their own connection of gas and electricity supplies.

Cleaning

We will clean and or wash down, all floors, internal windows, window boards, skirtings, kitchen units, sanitary fittings and other landlords' fittings. We will also disinfect and descale sanitary ware and the kitchen sink.

Pest Control

We will eradicate all vermin, insects, bugs or lice from dwelling including engagement of specialists if necessary and remove any subsequent debris or waste.

Rubbish Bins

London Borough of Lewisham will provide recycling bins and standard rubbish bins. Any garden waste bins will need to be requested from the council. Please note that an extra fee may be charged by the council for a request for additional bins.

Kitchen

You can expect all kitchen units, drawers, countertops and tiles to be clean, functional, and free of defects. There will be space for a standard cooker, fridge, oven and washing machine. (Subject to available space). Where relevant, the washing machine hot and cold valves will be clean, easy to open and close. A fully serviced gas boiler that has an up-to-date gas safety record will also be in the property. A sink, with a hot and cold-water supply, plus tiled splashback. A method of ventilation, either by opening doors, windows or by a working extractor fan.

Bathrooms / Separate WC

You can expect a wash hand basin, bath, taps marked hot and cold, plus a tiled splashback. Plugs and chains for baths and wash hand basins. Toilets and toilet seats that are clean, free from cracks and chips and in working order. If a shower is fitted it will be in working order with a shower curtain and rail provided. A method of ventilation, either by opening windows or by a clean and working extractor fan. If your home has a separate toilet room, it will be clean, and flush correctly. The wash basin will also be clean, and the taps will work correctly.

Garden

We want to ensure residents can enjoy their gardens and outside spaces, so we will ensure that your garden is safe and clean to use. We will cut the grass, trim any hedges, and ensure that any fencing is secure. If your garden has a side gate, it will have a lock and one key.

Garage

If your home has an attached or remote garage, it will have a safe and secure lockable door. If there is a garage connected to the home, a fire safety door may also be fitted.