



Wythenshawe
Community Housing Group



Your Guide to Lettings Standards

Wythenshawe Community Housing staff take great care when letting our homes to new tenants.

Introduction

All Wythenshawe Community Housing homes have now reached the Decent Homes Standard, introduced by the Government in 2001 to provide minimum standards which all Registered Providers of housing had to meet by the end of 2010. They were to make sure that all tenants live in homes that are warm, weatherproof and have modern facilities.

We are proud of our homes and we want you to be too. That's why when you move into your new home you can be assured that you are moving into a home that is in a clean and safe condition.

Although great care goes into the preparation of each home prior to you moving in, there are certain things we are not responsible for.

This leaflet is a guide to the condition a Wythenshawe Community Housing home should be in when it is let to a new tenant.



General Letting Standards

The Trust will ensure that the appropriate tests to the gas, electricity, water supplies and other services are carried out:

Services

- A Gas Safety Certificate will be provided for the new tenant.
- An Electrical Inspection Certificate will be supplied to the new tenant.
- An energy survey will also be carried out and an Energy Performance Certificate will be issued.
- All homes will have central heating and hot water.

If on inspection, the gas or electric fire is found to be defective, it will be removed and not replaced and the wall will be re-plastered.

General Cleanliness

- All rubbish and furniture will be removed from the property, garden and outbuildings.
- The property will be cleaned with particular attention paid to the kitchen and bathroom.

When the Trust lets a home we do not include furniture or white goods in the property.

In addition we generally remove all floor coverings, such as laminate flooring and carpets left by the previous tenant unless it is in excellent condition.



Decoration

We do not decorate homes except in exceptional circumstances.

The standard of decoration will depend on how it was left by the previous tenant.

Where necessary we will provide a decoration voucher to assist new tenants to decorate their new home.

We will fill large cracks and repair loose plasterwork so that surfaces are ready for decoration.

In most cases, smaller cracks in plasterwork will be considered to be part of decoration work.

If we repair or replace any plasterwork or joinery items such as door frames or skirting boards we will not paint or decorate these areas.



Internal works

We will ensure that all doors are in good working order and the front and back doors will be fitted with new locks.

All windows will be inspected to ensure that they are free from defects and that they open and close properly.

We will ensure that all joinery items such as doors, frames, skirting boards & handrails are in good condition.

Kitchen

Kitchens will be serviceable and consist of a minimum of 8 unit doors with adequate workspace and provisions made for a cooker, fridge & washing machine.

Space allowing, we will provide a minimum of the following kitchen units:

- One sink base unit.
- One double floor unit.
- One double wall unit.

Bathroom

Bathrooms will be clean & serviceable. A new shower curtain & WC seat will be provided.

All bathrooms will be fitted with non-slip flooring.



External works

Exterior of the building

We will make sure that the roof, guttering and downpipes are water tight and free from obstructions.

Gardens

We will clear rubbish and any other discarded items and ensure that the garden is tidy and ready to maintain.

We will ensure that there is an adequate boundary at the front of the property. The Group does not generally provide fencing in rear gardens but will ensure that any existing fencing is in a good state of repair.

Footpaths to and from the property and flag perimeter will be in good condition free from trips and other hazards.

Tenant Alterations

We will generally remove most alterations carried out by a previous tenant, for example light fittings, fitted wardrobes and glass panelled doors.

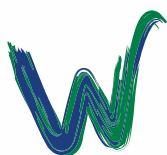
Handyperson Service

The Group has a Handyperson Service to carry out odd jobs for our tenants including fitting shelves, curtain rails, tenants own light fittings and installing cookers, washers and dryers for example. The tenant must supply the materials and there is a charge per hour for the service.

An estimate will be given before any work is carried out.

Contact Customer Services on
0800 633 5500 for more information.





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