



Housing Lettable Standard

A copy of the Lettable Standard will be given to tenants to provide assurance that their new home is safe, clean and in good repair.

Within the Lettable Standard, “we” refers to the Council and “you” refers to the incoming tenant.

If an area is not ticked off by the Voids Inspector, a target completion date will be recorded in its place. This ensures outstanding works are tracked and scheduled appropriately.

The Council will make sure that when a home is let, the following criteria is met:

Action	Voids Inspector Sign Off / Comments
<ul style="list-style-type: none"> It is clean and clear of all belongings from the previous tenant. 	
<ul style="list-style-type: none"> All gas and electrical appliances we supply are in a safe and working order. 	
<ul style="list-style-type: none"> All properties start off with a British Gas Tariff, however once signed up to your new home you are free to switch to any energy supplier. 	
<ul style="list-style-type: none"> All necessary Health and Safety repair works will be completed. 	

Health and Safety

Action	Voids Inspector Sign Off / Comments
<ul style="list-style-type: none"> We will remove all gas appliances left in the property by the previous tenant. 	
<ul style="list-style-type: none"> The gas to the property will be de-commissioned (capped) and the boiler will be in full working order, and a full Gas Safety Check will be undertaken upon occupation. 	
<ul style="list-style-type: none"> All electrical circuits will be checked and tested. 	
<ul style="list-style-type: none"> All non-standard electrical fittings, including non-standard burglar alarms, will be removed. 	
<ul style="list-style-type: none"> There will be a gas or electric connection point for a cooker. There will be no gas connection for Independent Living properties. 	

<ul style="list-style-type: none"> A smoke detector will be fitted, checked, and in working order upon occupation. A carbon monoxide detector will be fitted, checked, and in working order upon occupation. Where fitted, emergency call facilities and door entry systems will be checked and in working order. A handrail will be provided to each staircase. 	
<ul style="list-style-type: none"> The property will be checked to ensure against slips, trips and falls. This check will include the communal areas where a property is within a block of flats. 	

Cleaning and Clearance

Action	Voids Inspector Sign Off / Comments
<ul style="list-style-type: none"> All rubbish left by the previous tenant will be cleared and disposed of. 	
<ul style="list-style-type: none"> The interior of the property will be cleaned. 	
<ul style="list-style-type: none"> The property will be checked and free from any infestation. 	
<ul style="list-style-type: none"> All internal windows will be cleaned. 	

Internal Doors, Walls, Floors and Windows

Action	Voids Inspector Sign Off / Comments
<ul style="list-style-type: none"> All internal doors will be in working order. 	
<ul style="list-style-type: none"> The bathroom door will be fitted with a lockable device. 	
<ul style="list-style-type: none"> Windows will be free of cracks and will open and close properly. Window keys will be provided. 	
<ul style="list-style-type: none"> Window restrictors will be fitted on all windows above ground floor. 	
<ul style="list-style-type: none"> Window locks fitted by the previous tenant will be removed. 	
<ul style="list-style-type: none"> Missing or damaged flooring, skirting or architraves will be repaired or replaced. 	

• All floors will be in a sound and even condition and ready to receive a floor covering.	
• Internal stairs will be even and ready to receive floor coverings. Carpet grippers and tacks will be removed.	
• Non-slip floor coverings will be provided for the kitchen and bathroom.	
• Internal woodwork will be in good condition and free from decay.	
• Ceilings and walls will be undamaged.	
• All carpets, laminate and lino will be removed from non-wet room floors.	
• Polystyrene tiles and wall lining will be removed, and the area of plaster made good.	

Kitchens, Bathrooms and Heating

Action	Voids Inspector Sign Off / Comments
• There will be fixed heating in each habitable room.	
• The heating system will be in good working order.	
• Kitchen units and worktops will be in a serviceable condition and securely fixed.	
• There will be plumbing for a washing machine, if possible.	
• The kitchen sink will have working taps and a close-fitting plug. The waste will not be blocked.	
• Wall tiles in the kitchen and bathroom will be in a sound condition and properly fixed.	
• All bathroom taps, wastes and overflows will be free from leaks, blockages and be in working order.	
• Baths and wash hand basins will have a close-fitting plug.	
• Wash hand basins, baths, toilet pans and cisterns will be in a sound condition and cleaned.	
• Toilet cisterns will be in full working order and flushing correctly.	
• New toilet seats will be fitted.	
• There will be an extractor fan within the kitchen and bathroom where possible. They will be in good working order.	

<ul style="list-style-type: none"> • All shower hoses and heads will be replaced when the property is empty. • A new shower curtain will be supplied. 	
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Interior Decor

Action	Voids Inspector Sign Off / Comments
<ul style="list-style-type: none"> • Rooms will be free from graffiti. 	
<ul style="list-style-type: none"> • The property will be free from damp and mould. 	
<ul style="list-style-type: none"> • We may decorate rooms in specialist properties if they are in particularly poor condition. This decision will be made by the Housing Repairs and Compliance Manager. 	
<ul style="list-style-type: none"> • Decoration Vouchers will be issued as a contribution towards the material cost of decorating rooms in a poor condition. <p>(The pack includes sanding pads, masking tape, brushes, filler, protector sheet and a choice of paint colours.)</p>	
<ul style="list-style-type: none"> • The property will be clean, safe and liveable. 	
<ul style="list-style-type: none"> • Timber battens will be provided over each window to help when fitting curtains or blinds. 	
<ul style="list-style-type: none"> • Removal of blinds, curtain and soft furnishings. 	

Exterior Doors, Roofs and Chimneys

Action	Voids Inspector Sign Off / Comments
<ul style="list-style-type: none"> • The front door will have a letterbox, or if the front door is a communal door, there will be a lockable letterbox within the communal hallway. 	
<ul style="list-style-type: none"> • We will provide you with a door fob or communal entrance key for the main entrance, if your home has a communal entrance hallway. 	
<ul style="list-style-type: none"> • External doors will close and secure properly. 	
<ul style="list-style-type: none"> • Roofs will be watertight. 	
<ul style="list-style-type: none"> • Lofts will be cleared. 	

<ul style="list-style-type: none"> • Gutters and drainpipes will work properly and be free from blockages. • Chimneys and flashings will be in good condition and will not leak. • The property will be free from penetrating and rising damp and mould. 	
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Gardens, Fencing and Outbuildings

Action	Voids Inspector Sign Off / Comments
<ul style="list-style-type: none"> • Rubbish and debris will be cleared from gardens. 	
<ul style="list-style-type: none"> • Grass and hedges will be cut back and trimmed to a manageable height. 	
<ul style="list-style-type: none"> • Gardens will be free of ponds and back filled of other potentially dangerous features. 	
<ul style="list-style-type: none"> • Front hedges will be cut back and trimmed to the standard height of 3 feet. 	
<ul style="list-style-type: none"> • Rear hedges will be cut and trimmed to 6 feet. 	
<ul style="list-style-type: none"> • Fences provided by the Council are for defining property boundaries only, or where the boundary is situated adjacent to the highway. 	
<ul style="list-style-type: none"> • Front boundaries will either be a privet hedge or a 1-metre-high fence. 	
<ul style="list-style-type: none"> • Paths will be fit for purpose and level. Free from holes, cracks and roots. 	
<ul style="list-style-type: none"> • Contents will be cleared from all sheds and outhouses. 	
<ul style="list-style-type: none"> • Timber/prefabricated Sheds will be removed except where in a good, serviceable and safe condition. The incoming tenant will take ownership of any sheds remaining at the property if they want to keep them. 	
<ul style="list-style-type: none"> • Brick built sheds will be clear and in a good condition. 	
<ul style="list-style-type: none"> • Locks to outhouses will be in working order and keys supplied. 	

Documents Tenant Should Receive

Information	Included in Tenancy Sign Up Pack
<ul style="list-style-type: none"> • An Energy Performance Certificate 	
<ul style="list-style-type: none"> • The Lettable Standard 	

• Electrical Certificate	
• Gas Safety Certificate	
• Damp Course report (if applicable)	
• Asbestos Report (if applicable)	

Final Meter Readings

Meter	Reading	Date
Electric		
Gas		
Water		

Document History and Approval

22/02/2019	1.0	First Draft
09/04/2019	2.0	Comments by RIG
14/10/2025	3.0	Scrutiny Group Review