	QP27	Property Standards	Version No.	Reviewed
	Department: Property & Maintenance		2.2	Feb 2024

Introduction

This standard provides you with an understanding of the condition we intend to let our homes. We will ensure that our properties are safe, secure, clean and in a good state of repair. Although all safety works will be completed we may, with your agreement, complete some of the required works once you have moved in. It is not always possible to identify every repair whilst the property is empty, some repairs are not evident until the property is lived in. Where repairs are reported to us after the tenancy has started we will arrange for the work to be completed in line with our repair timescales.

This standard also acts as a guide if you are an existing tenant, or a member of their family, to help explain the condition your home should be returned to us at the end of the tenancy. This is not a legally abiding agreement and instead contractual rights are set out in your tenancy contract.

LACE Property Standard

Bathroom fittings will be clean and in good order. Taps will turn on and off correctly and be free from lime scale. The basin will have a fitted plug and chain. Shower heads will be clean and free from lime scale. The shower tray or shower area will be clean and undamaged and the waste will work and be free from leaks. The toilet will not have any cracks or leaks and will be clean, with a working flush. Any resident supplied seat will be removed and the original re-fitted. The extractor fan will be in working order with clean grills and intake area.

Cupboards and doors to storage areas will open and close correctly, with handles in a satisfactory condition with working catches.

Doors and fittings will meet all intended fire safety measures and will fit securely. Cosmetic damage to the door or architrave may be visible. This is quite common as doors can be damaged by wheelchairs, walkers, furniture moves etc. and it is not cost effective to replace the door.

Electrics will have been tested, and will be safe and in good working order. Light fittings, electrical sockets and switches will be secure and undamaged and any approved alterations will be supported by electrical certificates where required as part of electrical regulations.


Flooring to the bathroom and kitchen will be free from trip hazards, stains, marks and damage. There may be patch repairs where it is more cost effective to repair than replace. Patch repairs may be a different colour from the original covering.

Flooring to hallway, bedroom and lounge will not generally be provided and is tenant responsibility. If flooring is provided at the start of tenancy, it becomes your responsibility and we will not maintain, replace or remove during, or at the end of your tenancy.

Grab rails (where provided) will be secure and original or subsequently approved fittings.

Heating system instructions will be provided where applicable. If not, practical advice will be given to you by our Property and Maintenance Team.

Internal decoration (including walls/skirting boards/architraves) will be light neutral in colour and free from scuffs/marks and cracks/damage, with all woodwork and mouldings in good condition and white in colour. Each room will be assessed on merit, with consideration given to the extent of marks and damage to walls and woodwork. Whilst decoration is tenant responsibility we do ask that permission is requested before redecorating so that we can confirm intended decoration is in accordance with this published standard.

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Kitchen - units/drawers base and wall units' doors will open and close and the catches will work. Cupboard drawers, door handles, door and drawer facings, sink and worktops will be in a satisfactory condition. Taps and waste will work properly, free from leaks. Appliances, including an extractor fan, will be in good working order, clean and undamaged, with fully and correctly functioning controls, with filters replaced if applicable.

Smoke detectors and carbon monoxide detectors (where gas central heating) checked to ensure in working order.

Wall and ceiling plaster will be in good condition, with any holes or cracks filled.

Washing machine waste pipe hose connector/spigot (usually beneath the kitchen sink) will be capped off to prevent the escape of water.

Windows to apartments will have restrictors fitted and will open and close correctly and securely, all catches will work and glazing will be secure, with a good overall condition of window and frame. Window sills will be clean. A window key will be provided for each window.

When I end my tenancy will I need to carry out remedial works to my home?

When you give notice to end your tenancy we will arrange an end of tenancy inspection to explain what works will need to be carried out as tenant responsibility. When doing so, we will refer back to the condition of the property at the start of your tenancy and your acceptance of this condition, on start tenancy paperwork.

Where remedial actions are identified you will be given the opportunity to complete these works yourself during your notice period, providing the work can be completed to our satisfaction. In the event completed works are not to our satisfaction, or you do not carry out this work, we will complete and recover any costs through our tenant recharge process.

Where we make an assessment of tenant responsibility, we allow for 'fair wear and tear'. However, where damage has been caused through disregard or neglect, this in when we recover the repair/replacement costs through the tenant recharge process. Where this applies we will write and explain what this means. We also have separate factsheets on ending your tenancy and former tenant debt.

For decoration, we do expect your home to be returned in the same condition as we let it to you. As a tenant, you are responsible for decorating the inside of your home, which may include filling small holes and cracks.

If you have carried out alterations to your home we will normally expect you to return it back to its original condition, this includes making good. We cannot accept any alterations to electrical installations unless we have receipt of approved certificates from a qualified electrician. Carpets and curtains should also be removed.