

Letting Standard



Our promise to you

We promise to ensure that every home is safe and healthy, in accordance with the following Letting Standard.

This includes providing gas and electric safety certificates, testing the hot and cold water supplies and heating appliances and ensuring the property is clean and secure.

Additional help with decorating maybe provided for new, elderly or disabled residents who are unable to do this.

What is the Letting Standard?

The Letting Standard is the condition of a home which Plymouth Community Homes must meet before a new resident can move in.

When a property becomes empty, we will carry out an inspection and do any work necessary to meet the Letting Standard.

The tables on the following pages show what work will be done under the Letting Standard and when.





Plymouth Community Homes Standard

The Letting Standard should not be confused with the Plymouth Community Homes Standard.

Works to meet the Plymouth Community Homes Standard will be carried out as part

of a planned programme of improvements.

Repairs linked to the Plymouth Community Homes Standard will be kept to a minimum when the property is empty.

Minimum standard checklist	Before you move in	After you move in	New tenant's responsibility	Link to Plymouth Community Homes Standard planned works
Utilities				
Account in place.	✓			
Additional utility meters.			✓	
Gas safety check complete.	✓			
Electric safety check complete.	✓			
Heating				
Your home has an adequate and safe form of heating.	✓			✓
Plumbing and water systems				
Plumbing and water systems will be tested to ensure they are in working order and free from leaks.	✓			
Floors and stairs				
Vinyl flooring – Intact, secure, level and free of trip hazards.		✓		
Floor and skirting boards – In place, clean, secure, free of rot and trip hazards.	✓			
Stairs – Handrail, steps and vertical post securely fitted.	✓			
Internal doors and windows				
Internal doors – Clean, secure, easy to open and close, hinges and catches secure.	✓			
Windows – Glazing intact and secure.	✓		Only repaired by Plymouth Community Homes free of charge with a crime number after occupation.	
Windows – Easy to open and close.		✓		✓

Minimum standard checklist	Before you move in	After you move in	New tenant's responsibility	Link to Plymouth Community Homes Standard planned works
Kitchen				
Kitchen units – Sound and useable. All drawers and doors open and close without catching.	✓			✓
Worktop and sealant – Clean and sealed where worktop meets the wall and around the sink.	✓			✓
Sink – Clean and free of rust and stains. Plug and chain secure.	✓			✓
Kitchen taps – Clean, easy to operate, marked hot and cold and drip-free.	✓			✓
Stopcocks – Stopcocks in property accessible and easy to open and close.	✓			✓
Tiling – Clean, not loose or cracked.		✓		✓
Cooker points – Gas, clean and capped off.	✓			
Washing machine – Hot and cold valves clean and easy to open and close. Valves drip-free and marked hot and cold. Waste pipe secure and drip free.				✓
Bathroom				
Bath – Clean and sealed where bath edges meet the tiling. Secure and free from major chips. Plug and chain secure. Bath panel clean and secure.	✓			✓
Toilet pan/seat/cistern – Secure, clean and easy to flush. (New seat fitted).	✓ New seat fitted to internal toilet.			✓
Wash hand basin – Secure, clean and easy to drain, plug and chain secure.	✓			✓
Taps – Secure and clean, easy to operate, marked hot and cold and drip-free.	✓			✓
Tiling – Clean, intact, not loose or cracked.		✓		✓
Walls and ceilings				
Sound, free from damp, graffiti, large cracks, and loose plaster.	✓			

Minimum standard checklist	Before you move in	After you move in	New tenant's responsibility	Link to Plymouth Community Homes Standard planned works
Decorations				
Any room which is in a very poor state of decoration, due to graffiti or mould growth for example, will be redecorated before you move in.	✓		✓ Where decorations are average/poor, vouchers will be given for the purchase of material and equipment.	✓ Decoration service.
Miscellaneous				
Asbestos – To comply with current regulations we will carry out a visual check of the property for asbestos and ensure it is either removed or left in a safe condition.	✓			
Smoke detectors – Provided by Devon & Somerset Fire and Rescue Service and fitted, to include fire safety advice.		✓		✓
Adaptations for people with disabilities – Adaptations will be clean, secure and working.	✓			✓
Non-standard fittings – Alterations carried out by previous tenants that do not conform to the Plymouth Community Homes Standard will be removed.	✓		✓ Carpets and curtains left if in good order – new tenant to sign disclaimer.	
Cleanliness				
Sweep – All floors.	✓			
Mop – All floors if tiled or covered in a washable surface.	✓			
Wash down – Doors, worktops, cupboards and electrical outlets.	✓			
Clean and de-scale – Wash hand basin, baths and toilets.	✓			
Clean – All radiators.	✓			
Clean – Front door, wipe down frames inside and out.	✓			
Sweep – Paths or landing.	✓			

Minimum standard checklist	Before you move in	After you move in	New tenant's responsibility	Link to Plymouth Community Homes Standard planned works
Outside your home				
Roof – Safe secure, free of leaks, wind and watertight.	✓			
Brickwork, pointing and rendering – Clear of graffiti, no major cracks wind and watertight.	✓			
Drains, gutters, down pipes – Safe and secure. Free from blockages, weed growth and leaks.		✓		
Windows – Safe, wind and watertight, open and close freely.		✓		✓
Doors external – Secure, open and close freely, wind and watertight, locks in good working order.	✓ New cylinder to all front doors.			✓
Gardens (front and rear) – Clear of rubbish, if badly overgrown, grass and vegetation will be cut back to a manageable level.	✓ Rubbish removed before you move in.	✓	If deemed required, a one off cut will be arranged by Plymouth Community Homes, up keep is then the tenant's responsibility.	
Garages, sheds and outbuildings – Clear of rubbish, safe lockable and secure.	✓			✓
Pathways to the front and back doors – Pathways are free of trip hazards.		✓		
Fences, walls and gates – Intact, free of graffiti and major defects. Gates have working catches.		✓		✓
Air vents – Clean and free of blockages.		✓		



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