

# Tower Hamlets Homes

## Our Lettable Standard

### WHAT TO EXPECT WHEN YOU MOVE IN

We have a minimum standard that you can expect when you move into any of our properties called our 'Lettable Standard'. Before you move in we check your home and make sure it is up to this standard. If we find that parts of your home are not up to scratch we will fix them. *'The rules for your tenancy agreement'* booklet will give you detailed information about being a Tower Hamlets Homes tenant and we would recommend that you read it once you've settled in. You can find the handbook on our website, or contact us to request a hard copy at [contactus@thh.org.uk](mailto:contactus@thh.org.uk)

Below you will find a breakdown of the standards you can expect when you move in to your new home. When we hand over the keys, your new home will be safe, clean and in a good state of repair. We will try to carry out any necessary repairs before you move in; when repairs are not urgent, we might have to carry them out afterwards.

If you have any queries about the condition of your new home – or about potential repairs, you can discuss them with our Housing Service Centre on **020 7364 5015**.

#### ELECTRICITY

- The electrical installation in your home will be checked and repaired before you move in.
- New mains-powered smoke alarms will be fitted if these are not present. Any existing mains-powered smoke alarms will be cleaned and new back up batteries fitted.
- Any battery only smoke alarms will be removed.
- When you sign your tenancy agreement you will be given an electrical safety certificate that tells you the electrical installation in your home is up to standard.

#### HEATING

- If there is no form of central heating present, gas or electric central heating will be installed.
- If an individual heating system is installed then where possible a radiator will be provided in all rooms including the bathroom (where the design of the room allows this).

#### GAS INSTALLATION

- The gas services will be checked and any gas appliances serviced.
- If there are gas appliances in your home, we will make sure the gas supply pipe work is in a safe condition when you move in.
- When you move in, you will also need to call for a boiler re-commission to get your hot water turned on - you will find the contact number on the front of the boiler: Mears Group Gas Department - 0208 525 6557. During the boiler recommissioning the heating engineer will explain how to operate the heating system.
- For your peace of mind, you'll be given a copy of the Landlord's gas safety certificate when you sign the tenancy agreement.

## KITCHENS

- The kitchens in our homes vary in size, but our minimum standard is a kitchen floor unit with a sink and a worktop in good condition and double floor unit underneath.
- To make it easier for you to clean, there will be tiles above the worktop and behind the cooker space that are at least 150mm (6 inches) high and tiles above the sink that are at least 300mm (12 inches) high.
- All tiling will be sound, grouted and sealed.
- If there is space, a cupboard on the wall will also be provided.
- There will be a space for the cooker with a gas or electricity supply (or both) and an area for a fridge with a nearby socket.
- Depending on the kitchen layout, or where there is room, there may be space for a washing machine with hot and cold-water feeds.
- If the kitchen decorations are in poor condition, we will redecorate using anti-condensation coatings.

## COOKERS

- When you move in you will have to arrange for your cooker to be connected by a qualified electrical engineer if it is an electric cooker or by a qualified gas engineer if it is a gas cooker.

## WINDOWS & DOORS

- Windows and doors will work properly and be sound and secure.
- All the windows will have been checked for cracks and you will be given at least one window key per room for those with locks.
- The locks on the front and back doors that exit to a common public area will have been changed.
- We will fit a closure to the kitchen door and make sure that any front door opening onto a communal hallway will be fire resistant.

## INTERNAL STAIRCASES

- All parts of the staircase will be in good condition and handrails and supports will be properly fitted and secure.

## FLOORS, CEILINGS & WALLS

- Floors will be free from faults (such as raised nails and screws) and be sound and secure.
- The kitchen and bathroom floors will have a waterproof and washable finish.
- The ceilings and walls will be in a good condition and free from any structural defects (there might be minor cracks due to thermal movement or drying due to the natural products used). These are minor works you may have to do yourself.

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### BATHROOM/TOILET

- Your home will have either a bath or a walk-in shower and at least one toilet.
- There will be a tiled splash-back at least 300mm (12 inches) high behind the bath and basin (if fitted) and the plugs and chains will be provided.
- The tiling will be sound, grouted and sealed.
- All the sanitary furniture (toilet, bath, shower, basin) will be disinfected and the toilet seat will be new with a sanitary strip fitted.
- Some of our properties were designed and built without hand wash basins - if your home does not have a hand wash basin and the bathroom or toilet has enough space for one then we will install one.
- If the bathroom decorations are in poor condition, we will redecorate using anti-condensation coatings.

### WATER SUPPLY & WASTE PIPES

- All taps will be in working order.
- Before the property is made available for someone to move in to, all water supply pipes will be flushed through to ensure all water is running clean.
- We will also check the waste pipes and make sure they are not blocked and water drains away freely.
- Immersion heaters will be fitted with a thermostat and lagged or properly insulated.

### CLEANING

- As far as possible your home will be left clean and free of stains, grease, dirt and debris. This means we will:
  - Clean kitchen units and worktops.
  - Ensure that all paintwork is left in a clean condition.
  - Clean windows (internally).
  - Clean and disinfect sinks, toilets, baths and wash hand basins.
  - Sweep and clean all floors.

### OUTSIDE THE HOME

- Homes with private gardens will be free from rubbish.
- Dangerous structures like greenhouses will be removed and uneven and dangerous paths will be repaired.
- Overgrown gardens will be cut back and damaged washing lines will be removed (but not replaced).
- Where boundary fences and walls joining a public highway or communal area are managed by THH, they will be repaired to ensure the property is secure.
- Drains and gullies will be in good condition and the roofs, walls and down-pipes will be sound and keep the property water-tight. (It is not always possible to test these so if you have any leaks or notice faults when you move in please report them to the Housing Service Centre **020 7364 5015**).

## THINGS YOU WILL NEED TO DO

Before you move into your new home you will need to arrange gas and electricity suppliers.

If you are an existing Council tenant, you must terminate the tenancy on the property you are moving from and hand in all the keys. This will be explained in more detail when you sign the tenancy agreement for your new home.

## WHEN YOU MOVE IN

When you move in you should expect to find your home clean, safe and in good condition - although there may be a little dust from any works that may have been carried out.

Your new home should be:

- Free from leaking taps or waste pipes.
- Damp free.
- Free from pests (mice, rats, cockroaches and any other infestations).
- Structurally sound.

**We're Here to Help** – we want you to enjoy your new home. If you find that the property is not in the condition that has been outlined above, please let us know, so that we can resolve any issues as soon as possible.