

HOUSING LETTINGS STANDARDS



**City of London
Property Services**



Welcome to your new Home

This booklet is designed to provide you with the standards with which you can expect your new home to be in at the point of you moving in.

Prior to moving into the property, the City of London Housing division is responsible for ensuring your new home is in a suitable condition in line with current living standards and expectations for social housing.

This will require carrying out clearances, repairs and cleaning to the property to make sure these standards are being met.

It is a legal requirement for the City of London as the social landlord to also ensure the property is safe and any gas and electric is checked, and repairs carried out as required. This will only be carried out by certified professionals and certificates are available once complete.

Once you have moved into your new home it will be your responsibility to ensure we are made aware of any repairs in future and access will need to be provided so they can be carried out.

If you have any enquiries or concerns, you can contact us via the details on the reverse of this booklet.



Floors

- Carpets and Laminate flooring will be removed before moving into your home.
In certain instances where the flooring is in good condition it may remain in the property.
- Any missing or damaged floorboards or floor tiles will be replaced.
- Any solid flooring will be made good where necessary.

Ceilings and Walls

- Ceilings and walls will be made good and free of cracks and holes where necessary.
- Polystyrene tiles will be removed from the property.
- Walls will not have damp and mould and will receive treatment where necessary.



Stairs

- Stairwells will be safe, secure and stairs fixed.
- Any handrails will be secure and replaced where necessary.

Windows and Doors

- Windows and doors will be secure and able to open and close properly.
- Locks to Front doors will be changed before moving into your home.
- Locks to back doors will be changed where applicable.

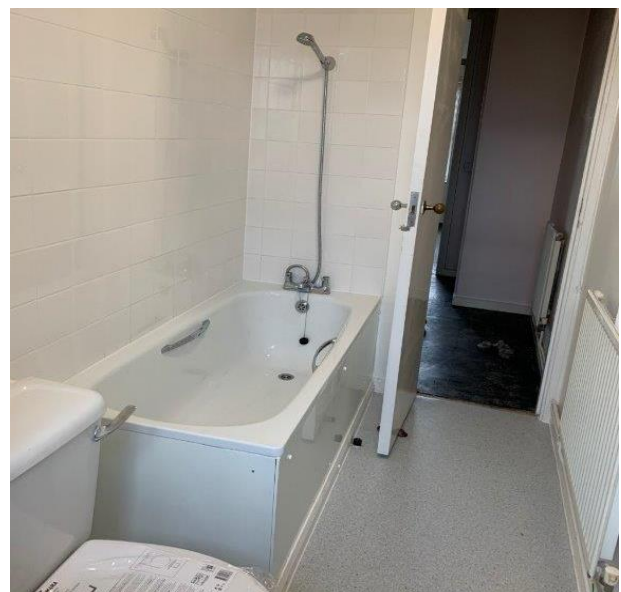


Kitchen

- Sinks will be clean with taps in good condition and no leaks or drips.
- We will provide a plug and chain.
- There will be cold and hot water.
- Space will be available for a cooker with either an electricity or gas supply and with one electric cooker switch.
- Space will be available for either a fridge freezer, washing machine or both, depending on the size of the kitchen.

Bathroom and Toilet

- Each property will have a washbasin, a toilet and either a bath or shower. We will provide a plug and chain for the washbasin and bath or shower.
- All taps will be in good condition and will not leak or drip.
- The toilet will work properly, have no cracks and will be securely fixed.
- There will be a secure seat, and the flush handle or chain will be working properly.





Electricity

- We will have the electrical supply checked in line with the National Inspection Council for Electrical Installation Contractors (NICEIC) inspection procedure
- Sockets, switches and fittings will be safe to use
- Each room (except the bathroom and toilet) will have at least one plug socket

Gas

- We will have the gas supply tested in line with current gas safety regulations to make sure they are in safe and working order
- We will give you a copy of the landlord's gas safety certificate at the sign-up
- A disconnected gas supply may not have been checked before you have moved in but it will be capped. Once reconnected, the cap will be removed, and a test will be carried out.



Heating

- Heating will be either gas or electric
- We will provide energy performance certificates with all new properties we let. We will give you the certificate at the sign up
- There will be a stop tap (stopcock) for water and an emergency control valve to turn off the gas supply



Cleaning

- We will sweep and vacuum all hard floors to remove loose dust
- We will sweep, mop and dry all tiled, concrete and hard floors to remove dirt
- We will sweep all storage cupboards
- We will wipe clean all fixtures, fittings, windowsills and ledges, radiators, pipes, door frames, door handles, picture rails, skirting boards and fire surrounds
- We will remove cobwebs from walls, ceilings and cupboards
- There will be no graffiti
- We will remove Blu-tak, Sellotape, drawing pins, chewing gum and labels
- We will wash the inside and outside of kitchen cupboards, drawers, sink, taps, plugs, worktops, wall tiles, grouting and sealant
- We will wash the shower, bath, washbasin, taps, toilet and pipes

Decorations

- If the property has not already been decorated during its works period, an allowance will be reimbursed on confirmation of decorations taking place. This allowance will be based on the size of the property.
- We will decorate sheltered properties before you move in.

Adaptations

- We will not remove adaptations (except stairlifts)
- We will leave in place any fixtures from previous tenants if they are in a working condition (for example, washing machine plumbing fittings)

Asbestos

- At the sign-up you will be provided details of what checks have been made, what asbestos has been found (if any) where it is and how you should manage it safely.

Contact Information

Repairs – 0800 035 0003

Option 1 – General Repairs

Option 2 – Gas

Complaints

housing.complaints@cityoflondon.gov.uk